

# ST MARTINS GATE SURGERY

Issue 41

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Some of you may have noticed that we have been handing out Patient Questionnaires in line with the proposed Care Navigation training. To help you complete these questionnaires we have created a short summary for the different types of staff we have here and what they do.

## **HCA - Health Care Assistant / Phlebotomist**

HCA's support GPs and Practice Nurses in their daily workload which include:

- Collection and handling of blood tests (Phlebotomy), patient health checks including temperature, height and weight (BMI).
- Blood pressure checks, respiratory checks, cardiovascular checks, wound care, 24 hour electrocardiograms (ECGs)
- Administer some vaccines, assisting in minor surgery.

## **Practice Nurse**

Practice nurses are qualified and registered nurses. They can help with health issues such as family planning and women's health including cervical smears and men's health screening.

Travel health advice and vaccinations, child immunisations and advice, healthy living advice and complex wound management.

Practice Nurses usually run clinics for long-term health conditions such as asthma or diabetes and can have additional skills and train as Nurse Practitioners.

Some nurses can prescribe medication and are called Nurse independent or supplementary practitioners.

## **ANP - Advanced Nurse Practitioners**

We are fortunate to have Advanced Nurse Practitioners here at the surgery who can see patients with a wide range of minor illness problems including chest infections, urine infections, cough/cold symptoms. Apart from seeing children under the age of 12 months, pregnant patients (if related to the pregnancy) and patients presenting with mental health issues, an ANP is able to assess a patient, make a diagnosis and provide treatment, just like a doctor. Where an ANP is unable to deal with a presenting problem, they will refer the patient to be seen by a GP the same day. An ANP cannot sign sick notes, however they can make arrangements

The ANP may be more appropriate for your particular need and are able to prescribe medications.

## **Practice Pharmacist**

Working as part of the General Practice team to improve outcomes from medicines and will resolve day-to-day medicine issues and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and delivering clinical advice about treatments. The role is pivotal to improving the quality of care and ensuring patient safety. Having Clinical Pharmacists in GP practices means GPs can focus their skills where they are most needed.

## **GP - General Practitioner**

Treat all common medical conditions (**although some of these can be dealt with by the ANP**)

Refer patients to hospital and other medical services for urgent and specialist treatment.

They focus on the health of the whole person combining physical, psychological and social aspects of care.



## PATIENT PARTICIPATION GROUP PRESENTS 'LIVING WITH DIABETES'

Haresfield Surgery  
and  
St Martin's Gate Surgery  
Patient Participation  
Groups

Invite you to a talk  
LIVING WITH :-  
**DIABETES**

St. Martin's Gate Surgery and Haresfield Surgery Patient Participation Group would like to invite you to a talk about living with diabetes. The talk is being held at the surgery on **Monday 16th April 6:00pm-7:30pm.**

**Monday 16th April**  
Turnpike House  
6:00 pm to 7:30 pm  
**Free Entrance for Patients  
and Carers**  
Tickets available from both  
receptions

Knowing the facts about diabetes is important when it comes to managing the condition. There is so much information out there, but some of it may be misleading. It is often difficult to know what is right and what is not. This talk, given by Diabetes UK, aims to dispel some of the most common myths about diabetes and the impact of the disease on the lives of both patients and their carers.

If you are interested in attending this talk, please email PPG Chairman [colin.major@tesco.net](mailto:colin.major@tesco.net)

If you wish to use the online services, you'll need to register first. To register, you will have to come into the surgery, bringing some proof of identification with you and request a registration letter. This will enable you to set up a full account. This registration method ensures your identity can be verified by the GP practice and that your personal details cannot be accessed by others.



Online services do not replace traditional ways of contacting your GP; they simply offer additional ways to interact with your GP, making it easier and more convenient for you. You can simply book and cancel appointments any time of the day, order repeat prescriptions from home or work, saving yourself a trip to the GP practice.

In return, it is hoped that the services will free up phone lines for people without internet access and enable GP practices to manage appointments and telephone calls more efficiently.

The three current transactional services available are booking appointments; repeat prescriptions and access to GP records (currently summary information only).

**Please remember that from 1st April, prescription charges will have increased from £8.60 to £8.80 for each medicine or appliance dispensed.**

**To ensure that those with the greatest need, and who are not already exempt from the charge, are protected, the cost of the prescription prepayment certificates (PPC) have been frozen for another year. The 3-month PPS remains at £29.10 and the cost of the annual PPC will stay at £104. Taken together, this means the prescription charge income is expected to rise broadly in line with inflation.**

Remember, if you are just checking in for either a Nurse or GP appointment, you do not need to queue at Reception. Please, where possible, try to use our self-check in screen. This will save you queuing and mean that you can check in more quickly, particularly if there are several people in front of you with queries which need answering.

To the side of the touch screen, there are step-by-step "how to" instructions and a list of where the clinicians are located.