

**DROP-IN FLU CLINICS
TAKING PLACE NOW**

* DON'T MISS THE OPPORTUNITY FOR A FREE VACCINATION – PAGE 3



**FORWARD
THINKING**

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Brunel Briefing

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Babbacombe surgery is undergoing a facelift – turn to Page 3 for more



New team at the top

IT'S been 10 years since Kirkham Medical Practice joined with The Medical Practice, St Marychurch.

Practice manager Diane Thyer was with us at the start but left at the end of July. We wish Diane well with her new challenges.

The practice is now being led by Jean Bilski [Strategic Business Lead] and Louise Tape [Operations Lead], assisted by Pamela Grills who will be dealing with finances.

■ Jean has been employed by Brunel since 1994. Prior to moving to Devon with her family in 1993, Jean



Louise and Jean

worked for the Royal & SunAlliance Insurance Company.

■ Louise joined the practice in July 2012 as a member of the reception team. Prior to joining the practice Louise also worked for Royal & SunAlliance Insurance, as well as running a hotel and a restaurant.

"We are looking forward to our new roles and want to move the practice forward, fully involving our fantastic, experienced and enthusiastic practice team and employing all the technology available to us," Louise and Jean told Brunel briefing.

Looking ahead to the next 10 years

WITH Brunel Medical Practice being 10 years old this year, now is a good time to look forward to where we want to be in the next decade, write the GP partners.

We face challenges on several fronts, making sure we have enough GPs on the ground to see the patients. At the same time, we want to improve patient access, make it easier to get through on the phone, use email whenever possible, ensure that patients are facilitated in sorting out their medical problems by our reception and administration staff and work smarter with technology, such as electronic prescriptions, the health PODS which we have in each of our reception areas, and our website.

Although we can't predict the

future, we do have a pretty good idea that general practice will be about delivering a high-standard rapid response for straight-forward medical issues, as well as providing comprehensive, quality care outside a hospital setting for those patients with more complex problems.

This will need to be done by the entire team at the practice and we must ensure that we are ready to face the challenges that will come our way.

We now have to be much stricter about what we can do, and if it is outside direct medical work we will have to charge patients. Unfortunately, on many occasions we do the work only for the patient to decide they don't need it after all or are unwilling to pay the fee. In light of this, we will be introducing a system

where if a certificate / letter / report is required payment will be taken in advance. The new system will be more transparent with the patient knowing the cost up front and we have introduced card machines to make it easier to pay.

We would like to encourage all our patients to flash the plastic rather than count out the pennies! Taking cash over the counter across three sites is a surprisingly complex administrative procedure and we would much prefer spending time doing more important work such as answering the phone for patients!

We are still happy to take cheques, but would prefer using our state-of-the-art card machine even for small amounts. In addition to chip and pin for debit and credit cards, we can also take contactless payments.

News in brief

Reducing our energy use

IN a bid to reduce our carbon footprint, we started asking patients for their email addresses and now use this mechanism to communicate with more than 4,500 of you.

Email is not only fast and secure but saves money and trees! If you have an email address which you are happy to use to communicate with the practice then please email us at brunel.torquay@nhs.net

We also have an online service called **Patient Access** which you can use to book and cancel GP appointments and order your repeat prescriptions. It can also provide access to your regular medications and allergy information.

If you would like to register for this service, please visit the surgery with two forms of photo ID and we will provide you with registration details. If you would like to use this service, but cannot get to the surgery, call us on 01803 312233 and we will make arrangements for you to register.

Accessibility bar is raised

THE new Accessible Information Standard in the NHS aims to ensure that people who have a disability, or sensory loss, receive information that they can access and understand, for example in large print, Braille or via email.

Professional communication support should be available if you need it too – for example from a British Sign Language interpreter. From now on we will:

- Ask you whether you have any special communication needs and, should you do so, find out how to meet your needs.
- Record your needs so that they are available to all the clinicians looking after you.
- Make sure that we communicate with you in the best and most appropriate.
- Ensure that you receive any support you need when communicating with us.

CQC verdict

FOLLOWING our most recent inspection by the Care Quality Commission, we are pleased to announce that we have been rated as **good**.

The support group has been a huge help to the surgeries



Support group was huge help

WE would like to pay tribute to our patient support group who have decided to cease operations.

Over the years they have been a great support to the GPs, the staff and our patients. They have

provided very practical assistance in helping to get patients to the surgery and the purchase of vital equipment, working hard in the background for the benefit of many.

We would like to thank them

for their assistance and wish all the members of the Patient Support Group all the very best for the future.

Please note that our Patient Transport service will no longer be available.

Surgery welcomes trio of new doctors

THE practice has welcomed three new GPs over the course of recent months.

Dr Rowan Lepley qualified as a doctor from Birmingham Medical School, completing her foundation training in the West Midlands. Dr Lepley moved to Devon to complete her GP training, qualifying this year, and is very much looking forward to her career at Brunel.

She loves living in Devon with her husband and daughter and enjoys walking on the moor, visiting the coasts and family days out.

Dr Alice Eccles studied at Imperial College London. She moved to Devon working as a junior doctor in Exeter, Plymouth and Torbay. Dr Eccles completed her training at the London Deanery.



Dr Rowan Lepley

She loves being part of a friendly and hardworking team and enjoys walks on Dartmoor and spending time with her family.

Dr Fiona Pettet qualified in 2006 and, after completing her foundation training, moved to South Australia to work in paediatric emergency medicine



Dr Alice Eccles

for two years. She moved back to the UK to continue her training and then in 2015, moved to Torbay to work at Brunel where she enjoys being part of an excellent hard working team.

Dr Pettet enjoys spending time with her husband and children and enjoys most water sports.



Dr Fiona Pettet

Most prescriptions are now electronic

WE have been using an electronic prescribing system across the three surgeries for the best part of a year now.

More than three-quarters of our regular prescriptions are now prescribed electronically.

Requests are made to the surgery either by the patient, or by the pharmacy, as normal. However, instead of the patient returning to the surgery to collect a paper prescription, the prescription is sent electronically to the patient's nominated pharmacy.

This saves huge amounts of time, effort and paperwork for everyone. It also means that we can check where the prescription is in the system at all times, lessening the time it takes to track prescriptions and thereby making the whole process much more quick and easy.

The system cannot be used to prescribe what we call 'controlled drugs' which are usually strong pain killers or similar drugs which are prescribed with caution and require regular review.

Please nominate a local pharmacy as soon as possible to join this smart new system. If at any point you wish to change your nominated pharmacy, then just let us know.

Please add your nominated pharmacy to your next prescription request or simply write your name, date of birth and pharmacy on a slip of paper, hand in to one of our receptionists and we will do the rest.

You can also email your pharmacy details to us at:
brunel.torquay@nhs.net



Three-quarters of our prescriptions are now prescribed electronically

Requesting repeat medication

BRUNEL is part of a pilot scheme to try and save money by minimizing medicine stockpiling and waste.

With this in mind, if you wish to order repeat medications, please contact the practice directly to order your repeat

prescriptions, rather than ordering via your pharmacy.

Explanatory leaflets can be found in all of our waiting rooms and further information is also available on our practice website – www.brunelmedical-practice.co.uk

Please note that we can only accept prescription requests in writing, via email or from our on-line service **Patient Access**.

To prevent errors, we do not take prescription requests over the telephone.

News in brief



Calls are being answered promptly

Positive Patient Survey

WE asked a small group of 40 patients three questions.

[1] Were you satisfied with the service you received when you called the surgery? 97.5% were satisfied in comparison to a 2015 survey when only 37.5% rated the service they received as either good, very good or excellent.

[2] Was your call answered promptly? 80% said their call was answered promptly [there was no equivalent question in 2015].

[3] Did the receptionist deal with your query efficiently and effectively? 97.5 per cent said yes. In 2015, only 81% of patients rated reception staff as good, very good or excellent. That's a 16.5% improvement!

Vaccinations to prevent flu

BRUNEL is offering flu vaccinations to patients with chronic conditions and those over 65 years of age. You are also eligible for a flu jab if you are a carer. For children under five please ask us for more details.

We are offering walk-in clinics on the following dates:

- *Saturday, September 24 at Babbacombe
- *Saturday, October 8 at St Marychurch
- *Saturday, October 15 at Babbacombe.

All clinics run from 9am to 12.30pm.

Remember, there's no need to book an appointment, just turn up on the day!

Buildings set for a facelift

We are pleased to inform you that work will be carried out this month to redecorate the outside of Babbacombe surgery. There will then be some internal refurbishment to both St Marychurch and Babbacombe.

Watch this space for more details and in the meantime, thank you for bearing with us whilst this work is carried out.