



Dr Jones & Partners
Mattishall & Lenwade Surgeries
April 2019 Update.

Access to General Practice

The Practice currently has 8561 registered patients and offer on average 550 appointments to see a GP per week across both Mattishall and Lenwade surgeries. In addition to this are emergency extras and home visits and of course appointments with the Nurse and Health Care Assistants. We continue to run with 7 GP's; one is currently on maternity leave. We are actively recruiting for an addition GP Partner; we have 4 nurses and 2 healthcare Assistants as well as staff in the reception, Dispensary, Administration and Management teams. We continue to have an open list and accept new registrations for patients living in Mattishall and the surrounding villages. Due to the easing of pressures in the Dereham area we are no longer accepting allocated patients from set areas on the outskirts of Dereham.

Patients are able to book appointments in person, by phone or via SystemOnline. Routine appointments can be booked up to 4 weeks in advance with a GP and up to 3 months in advance with a Nurse or Healthcare Assistant (HCA). Patients requiring an urgent book on the day appointment can contact reception at 08:30am for morning clinic and at 12:00pm for afternoon clinic. Children requiring an emergency appointment will always be slotted into clinic and seen as soon as possible

We have recently introduced an 'Active Signposting' programme which has been developed to help our Practices meet the challenge set by NHS England and the RCGP in the GP Forward View, to deliver 'Active Signposting' training to all GP Receptionists.

People are living longer and are developing more complicated illnesses which are putting pressure on health care services such as your local GP surgery. This increasing number of patients also means it can be hard to get an appointment with your GP as quickly as you would perhaps like.

For some symptoms, patients may be able to self-care or go directly to the service they require, without the need for seeing their GP. Given the volume of services available, how is the patient to know how to access them or indeed which one they need?

Active Signposting has been developed specifically to address this. It involves specialist training of GP Surgery reception and clerical teams, so that they can become 'signposters'. As a 'signposter', they are trained to ask you, the patient, about your condition and then provide information on any services or self-care sources that you may be able to access for your symptoms.

Please be aware that the reception team will not be giving you medical advice when you ring to request an appointment, by letting them know what you need your GP appointment for, it will enable the reception team to give you information to help you "choose the best help, first time". This may mean that you can self-refer to another service, without the need to be seen by a GP first. This could potentially save you time accessing any treatment you may require.



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This Practice is engaging in a pilot scheme providing improved access for patients to a range of healthcare professionals.

Appointments will be available at the following Mid-Norfolk practices;

Orchard Surgery Dereham - call 01362 692916
Theatre Royal Surgery Dereham - call 01362 852800
Toftwood Surgery Dereham - call 01362 691196
Elmham Surgery North Elmham - call 01362 668215

Patients will be able to request appointments each weekday evening between 6.30pm and 8pm and during selected times at weekends. These appointments can be pre-booked and are intended to be beneficial to those patients that have difficulty attending during our normal surgery hours. Note these appointments are not for book on the day or first contact.

CQC Inspection

Mattishall & Lenwade surgeries were inspected by CQC on 23 and 31 January 2018, receiving a positive report along with an overall grading of 'Good' across the five domains (Safe, Caring Effective, Responsive and Well Led). The full report has been published and can be viewed on the CQC website at www.cqc.org.uk

Home Visit

A home visit takes between 4 and 5 appointments out of the doctor's day.

This is a special service for the housebound and seriously ill. Whenever possible a request for the doctor to visit should be made before 11:00am so that the doctors may plan their visits for the day.

We are unable to guarantee a specific Doctor will visit as this depends upon availability and other factors. The decision to make a home visit will be at the Doctor's discretion.

We are unable to undertake visits on the basis of lack of patient transport, and there are volunteer car scheme's available throughout the area.

SystemOnline

Patients are encouraged to register for online access to book GP appointments, request repeat medication items and can request access to view their detailed coded record (DCR). Patient wishing to register for SystemOnline must be in possession of photo ID (passport/driving licence) and present to reception staff who can issue a unique username and password.

There are currently registered users.

GP Patient Survey

The latest results for our Practice were published 1 July 2018 and are available for patients to view at <https://gp-patient.co.uk/report?practicecode=D82039>

Future Plans

We continue to investigate options for a possible re-location of Mattishall Surgery to a new site within the next 4 – 6 years.



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A number of Government and NHS initiatives are currently being developed which Mattishall & Lenwade surgeries are involved: these include the development of a Primary Care Network, closer working between health, social care and the third sector (Charities), further extended access programme and the launch of the NHS App.

A massive Thanks you to all

On behalf of the practice, the Mattishall & Lenwade Surgeries Equipment Fund was successful in obtaining funding through the Tesco Bags of Help scheme and received funding to purchase a new ECG machine. Thank you to everyone that supported the charity when they visited Tesco Dereham.