



Cleavelands  
Medical  
Centre

# PATIENT NEWSLETTER

**Your GP Practice** 

**What certain media sees**      **What the public see**

Face to Face GP appointments      Busy phone lines  
Remote GP Contact

**What certain media sees (above water):**

- Meetings
- Prescriptions
- Extended hours
- Coroner reports
- Patient signposting
- Medication reviews
- Managing complaints
- Coding & data sharing
- Chronic disease reviews
- HR & Staff management
- Medical student training
- Keeping patients updated
- Dealing with health briefs
- Learning disability reviews
- Arranging patient transport
- Managing national & local targets
- Reviewing patient & hospital letters
- Supervising & supporting Community teams

**What the public see (above water):**

- Flu jabs
- Home visits
- Safeguarding
- Non-NHS letters
- Pharmacy liaison
- Reviewing results
- Mandatory training
- COVID Vaccinations
- Processing referrals
- 90% of NHS contracts
- Antibiotic stewardship
- CQC & PCN monitoring
- Care home ward rounds
- Appraisals & revalidation
- End of life/ palliative care
- Childhood Immunisations
- Tackling medical fake news
- Population health management

**Work actually being carried out by GPs and their team...**

With thanks to e-GP Learning



## Hints and Tips

### Medication

Please order your repeat medication allowing at least **48 working hours** for us to process it. Acute Items might require longer. You then need to allow time for your nominated pharmacy to order and prepare it ready for collection or delivery.

Please keep an eye on your medication review dates. It is a patient's responsibility to monitor their review dates and book in for the appropriate appointments. Dates can be located on your repeat prescription slip or online.

### The 3 Point Check

When you are calling us – please be prepared to be asked for the following:

1. Date of Birth
2. Name
3. First Line of your address

We do this for data protection and to ensure we have the correct patient. If you are calling on behalf of someone else. Please ensure you have that detail and their consent to speak on their behalf. Consent forms are available via reception

### Former Asthma Patients

If you no longer consider yourself as suffering from Asthma, please let us know. We can update your record and you will not need to be recalled. This would save valuable nursing and administration time. Of course, if things then changed, you can always let us know.

## You Asked We Actioned

**Q: Is it possible to have the gate reopened at the side of the practice?**

**A: Now that the builders have completed the work next door and that car park is open, our gate is unlocked.**

**Q: Is it possible to have more support for Cancer Patients?**

**A: Yes with the support of Macmillan, we will be running a series of coffee morning type sessions. Which will include support from our Social Prescribers, Pharmacists and Clinicians.**



## Patient Participation Group

We are pleased to confirm that a small group of patients has put their names forward to get the group meeting again. If you would like to join the group or get more involved with the Medical Centre, please let us know via our website.

**Changed your address, home number, mobile or email? Please let us know via our website.**