

FRIENDS OF EVEREST HOUSE (FOEHS)

Newsletter - Winter 2023



Did you know the Surgery has a website, and FOEHS has a facebook and Instagram page?



Go online to www.everesthouse.co.uk, Friends of Everest House Surgery - FOEHS on Facebook and FOEHSurgery on Instagram, for lots of information about the Surgery, information about health issues and about FOEHS.

Changes to the Practice

The last 12 months has seen a number of changes to the practice. The most important being the change in GPs within the practice. After periods of sickness at the end of 2022 we can confirm that Dr Alison Carr is back working her usual sessions in the practice. Sadly, Dr Kevin Cooper did not return and announced his departure from the practice at the end of April 2023. The practice continues efforts to recruit a permanent GP to take on Dr Cooper's list however we were fortunate to engage Dr Maya Pankhania's help for 6 months to take on some of Dr Cooper's list. However, in mid-September Dr Pankhania left the practice to go on Maternity leave and her patients have been transferred to Dr Jennifer Webster, another locum who has been working at the practice since late 2022. Dr Webster will manage this list until early 2024 and during this period we continue our efforts to recruit more salaried GPs to join the team.

Alongside the above changes to the Partnership doctors within the practice, our salaried GP Dr Jeanie Bunker retired at the end of June. We were fortunate to be able to welcome Dr Katharine Solomons to the practice over the summer, who has taken on this patient list. Dr Solomons' skillset includes the insertion and removal of implants and coils and she will be running additional clinical sessions for patients that wish to book with her for these services.

The management team at Everest House Surgery also changed in late 2022. Lisa Flaherty, Practice Manager joined the practice after many years working as Assistant Practice Manager at a larger group practice in Hertfordshire. Maggy Furneaux, Operations Manager then came on board in August of this year, before June Thompson, Deputy Manager retired after nearly 27 years of service to the practice. We know that many patients will know June and will join us in thanking her for all her efforts and hope that she enjoys her well-deserved retirement.

Priorities for the team are the recruitment of additional doctors/paramedics to increase the provision of appointments and the installation of a new telephone system. The practice is aware of the ongoing issues with lengthy wait times and abandoned calls and thanks patients for their patience and understanding whilst they work to resolve these as quickly as possible.

We were fortunate to also recently be approved to help train Medical Students at Cambridge University. We had a pair of students in the practice in October and they will return again for 2 weeks in both February and March 2024.

STAFF TRAINING AND AFTERNOON CLOSING

Like most other responsible workplaces, and especially one where we have lots of different team members performing different roles, we do take the time to regularly train our staff and have development sessions to help improve our performance or services, this includes NHS mandatory lifesaving, Safeguarding, working along with other surgeries training too.

During this time, urgent cover is provided by the out of hours service by ringing the normal surgery number. We post details of our staff training dates throughout the entire year on our website, on the home page.

Here are the next dates:

Wednesday January 17th 2024

Thursday February 15th 2024

Tuesday March 12th 2024

Appointments

In April 2023 the UK Government announced plans to rid patients and practices of the “8am scramble” for GP appointments. Contractual changes for the practice included the use of digital tools and the need to assess all patients who contact the practice immediately.

The introduction of the Community Pharmacy Consultation Service saw pharmacists empowered to supply prescription only medicines for seven common health conditions such as earaches or sore throats subject to consultations with pharmacy.

More primary care roles were introduced in the additional roles reimbursement scheme (ARRS) which signals the beginning of a shift from the traditional mode of general practice to a more dynamic one. This uses multispecialty teams to help resolve patient's issues faster and direct them to the correct service. More about the ARRS roles within the practice later...

Everest House has, for many years, operated an on the day triage or duty doctor system. This means that all incoming requests for appointments are reviewed by one doctor and patients are offered, or signposted to the most appropriate source of help.

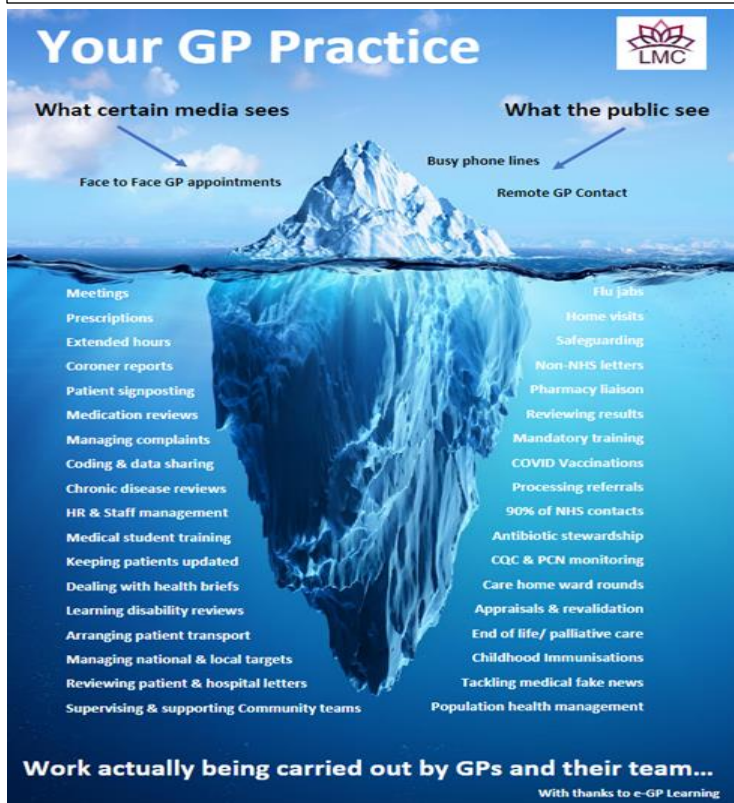
The practice introduced eConsult online in October last year. eConsult is an online triage tool located on the practice website (and accessed through the NHS app) which runs in much the same way the practice triage would, by asking patients a few short questions about their symptoms and helping to signpost them to the right services.

Our ARRS roles are key in helping meet the demand and some of the people our patients may be signposted to, alongside the Community Pharmacy Service. We employ a Paramedic who sees our acute issues; a musculoskeletal specialist who is an expert in muscles, bones and joints and are a more appropriate first point of contact for patients experiencing pain after a fall or injury; two clinical pharmacists who help with the complex issues of reconciling medications and helping carry out some of the review for patients with long term conditions; a mental health practitioner and a health and wellbeing coach.

To help the practice manage the increasing demand for appointments in June 2023 the practice switched over to using eConsult as the primary means for patients wishing to seek urgent on the day care. The benefits of eConsult were becoming apparent to the clinicians working through the triage list, with more accurate information gathering and assistance with appropriate signposting to other services. This is alongside the hope that the reduction in demand on our phone lines would allow for better access.

eConsult has also allowed the practice better access to establish the needs of the patients and the reasons for contacting the practice.

The average number of patients contacting the practice to seek urgent on the day help, peaks on Monday's with around 130-140 patients on the triage doctors list for review. We see this taper through the week with average number of contacts at around 90-95 at the end of the week. To help illustrate the demand on the practice versus the capacity each doctor offers around 30 appointments per day which is a mix of routine pre bookable appointments and those reserved for urgent cases that cannot be signposted to another of our colleagues. For our doctors these daily appointments are only the tip of their workload



URINE SAMPLES

The Surgery do not accept urine samples handed in at our reception desk **unless** requested by a clinician, for Clinical safety reasons. Please complete an econsult; this will give our GP's all the information they need to triage and direct you to the most appropriate service, which in some cases may be the pharmacy.

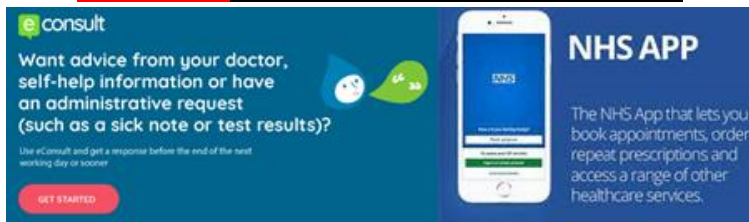
We have had to introduce this move as we have had many urine samples handed in over the desk, which have not been requested by us, and for which we have no information on which to base any decisions on treatment (if any).

WALK IN COVID BOOSTER POP UP- CLINIC

For all those eligible aged over 12 years and over.
Adeyfield Community Centre, HP2 4EW
Tuesday 5th December, 12-4pm

Bennetts End Community Centre, Gatecroft, HP3 9LZ
Monday 27th November and Monday 11th December, 9am-3pm

URGENT SAME DAY APPOINTMENTS



Access eConsult on the [Practice Website](#) or via the NHS app at ANY POINT during the surgeries opening hours.



YOUR CASE WILL BE TRIAGED BY THE TRIAGING CLINICIAN WHO WILL DECIDE THE APPROPRIATE COURSE OF ACTION



YOU WILL BE CONTACTED BY A MEMBER OF THE TEAM WITH THE DOCTORS DECISION AND ANY FURTHER INFORMATION.

The Practice has access to a variety of appropriate Clinical Resources for patients including, but not limited to: Appointments within the Practice, Appointments @ St Albans Hub or at another local Practice, Appointments with other, suitable & more specialised Allied Health Professionals and the Community Pharmacy Service.

NON URGENT / GENERAL APPOINTMENTS



PHONE FOR TELEPHONE OR FACE TO FACE
2 -3 WEEKS IN ADVANCE, WHEN BUSY PLEASE CALL BACK LATER IN THE DAY WHEN LESS BUSY



OR USE PATIENT ACCESS FOR TELEPHONE APPOINTMENTS OR DOWNLOAD THE NHS APP

IF YOU WISH TO BE SEEN FACE TO FACE JUST ADD A NOTE IN THE APPOINTMENT TYPE AND ATTEND THE PRACTICE AS NORMAL.



September 23rd
FLU CLINIC STAFF
AND VOLUNTEERS
505 Vaccinations given

If any patients are eligible and would like to have a flu vaccine these are still available at the surgery, please do contact the surgery to book an appointment at a time convenient to you.

October 7th
FLU CLINIC STAFF
AND VOLUNTEERS
459 Vaccinations given



GP TRAINEES (REGISTRARS)

Dr Perera & Dr Williams are now the Practice's GP Trainers.

Since November 2022, Everest House has been approved as a practice to help train the GPs of the future.

During 2023 many patients will have met the trainee doctors that were with us, however at the time of printing we do not have a trainee completing a placement with us. We expect a new doctor to next join the practice in April 2024

These are fully qualified doctors with several years' experience in the hospital and some GP experience. We will be helping them to improve further to hopefully pass their gruelling and expensive exams to fully qualify to be a specialist GP.

This brings lots of benefits to the practice. It helps the practice to remain up to date with clinical developments and changes within the local hospitals, it develops the skills of the GPs who supervise the doctors in training as educators and it provides variety to help maintain our enthusiasm for what can be a very challenging job.

It has taken a lot of work and training to be accepted as a practice suitable to host doctors in training and is one indication of high standards of organisation and patient care. Being involved in training is also an advantage for GP recruitment, both by directly training our next colleagues and by enabling us to attract potential recruits due to our training status.



Dacorum Families SEND Information Fayre

DSPL8 are pleased to announce our forth Dacorum Families SEND Information Fayre!

Thursday 7th December 2023
10am-12pm
at Bennetts End Community Centre
Gatecroft, Hemel Hempstead, HP3 9LZ

The Information Fayre will include local provider information stands, activities for children & refreshments!
 Please register your attendance via the booking link below and you are welcome to drop in any time between 10am—12pm.

Booking link: <https://dspl8sendinfofayre071223.eventbrite.co.uk>
 (Registration closes on 29th November 2023)

Looking forward to Next Year:

Healthy Living

- Local Dance classes for Everest House patients only. Date for your diary: Thursday 4th January 2024, 4 until 9pm at Adeyfield Community Centre. Come along any time during those hours for a FREE Taster Session!!! Keep an eye on our social media pages or for flyers in the surgery, giving more information.
- Also check out Dacorum Health walks for starting to get out and walk safely with others.
- For lots of varied classes, such as seated dance classes, Pilates, yoga and walking football for men, more local to you at a reasonable price, search for Active Dacorum Hub and Everyone Active's website and App and select Dacorum Community Outreach to see what they offer.
- Lots of things happening with Community Action Dacorum - worth having a look at their website.
- We are looking in to hosting evenings for patients covering subjects such as "being a carer", "mental wellbeing", "Patient Participation" and many more.

Follow us on social media for lots of information about the Surgery, health issues and events.

Please use the PPG suggestion box to let us know what you would like to see happen at the surgery and for any topics you wish us to raise with the Surgery Team.

WOULD YOU LIKE TO VOLUNTEER YOUR TIME TO SUPPORT OCCASIONAL EVENTS?

Friends of Everest House are setting up a "virtual" group of patients (16 years or over).

What does this mean? Consent to being contacted for feedback on how to improve the services offered by Everest House Surgery (survey). To be willing to be asked if you could assist at events such as the flu clinics, fundraising events or to be invited to voice your opinion at a topical forum. If you would be interested to be on our virtual list of patients to be contacted occasionally, please express your interest by visiting www.everesthouse.co.uk - Practice Information - Friends of Everest House - PPG Registration Form - Submit. The Chair/Secretary of the PPG will contact you.

"YOUR OPPORTUNITY TO VOICE AN OPINION AND MAKE A DIFFERENCE"