



Walford Mill Medical Centre

Email: walford.mill@nhs.net



Summer Newsletter 2024

Patient Participant Group (PPG)

We need you! Are you able to give an hour on a quarterly basis to discuss ideas that may be of interest and improve patients overall experience? We are always looking for new members to join our PPG. Please email walford.mill@nhs.net or ask at reception if you would be interested in getting involved or simply joining our PPG mailing list to receive emails for feedback.

113 appointments were missed in May.

Can't make your appointment?

Please let us know if you can't attend your appointment so it can be offered to another patient. At a time of finite resources and increased demands we ask patients to please think of others.



99% of patients rated their experience as positive in May 2024

Order prescriptions via the NHS App - putting you in control

Order your medications through the NHS App or online and keep track of when your prescription is processed. Requesting in this way saves us time and you stay informed.

Why does the receptionist ask so many questions? What is Care Navigation?

Our patients are fortunate to have access to many additional services and roles which have been made available to better meet your needs. Therefore, our team members are trained to get you to the most appropriate service as quickly as possible. This could be any of the following:

- Nurse Practitioners
- First Contact Practitioner (MSK)
- Social Prescribers
- Health & Wellbeing Coaches
- Primary Care Pharmacists
- Pharmacy Technicians
- Paramedics
- Ageing Well Nurses
- Healthcare Assistants
- Phlebotomists
- Practice Nurses
- Mental Illness Healthcheck Workers
- Mental Health Practitioners
- District Nursing Services
- Wessex Healthier Together Information
- NHS Website
- Online Consultation Services
- Referral to Pharmacy First
- Self referral services – e.g. Physio
- Livewell Dorset Services
- Steps 2 Wellbeing
- 999/111/A&E
- Diabetes & Respiratory Specialist Nurses
- Diabetes Dieticians
- Enhanced Frailty Hub Service
- GP's

Why is there only one receptionist working? Why aren't there more staff answering the phone? The practice has a whole team of Patient Services Administrators always working behind the scenes to look after your needs. Here are a few examples of all the things our team do every day:

Initial point of contact for all patients – front desk reception, phone calls are in the upstairs offices.

Care navigating – getting patients to the right services and answering queries.

Adding new patient registrations to the clinical system including summarising medical records.

Processing prescriptions for signing – safety checks including reviews, blood tests, monitoring.

Incoming emails – adding diagnosis and investigations to records, directing and responding.

Online consultations - reading, coding, directing and responding.

Contacting patients to communicate results, book appointments, relay messages from clinicians.

System safety checks- ensuring all results and inboxes are monitored and processed.

Safeguarding – processing of child protection and conferencing reports and preparation of notes.

Training – maintaining knowledge, mandatory training, CQC regulations, NHS guidelines.

Significant event reporting – ensuring all events for reflection are reported to management.

Liaising with management – communicating status of workload so adaptations can be made.

Making referrals to other services – generating letters and forms to refer you to specialists.

Why am I being signposted to the local pharmacy when I asked for a GP appointment?

Pharmacists are qualified healthcare professionals with the knowledge and skills to help with many health problems. They can give clinical advice right there and then and help you choose the most appropriate treatment. If your symptoms suggest it's more serious, they'll ensure you get the care you need.

Pharmacies can supply some prescription-only medicines. Visit your pharmacy first if you have any of the following:

- Earache
- Impetigo
- Infected insect
- Shingles
- Sinusitis
- Sore throat
- Urinary tract infections in women

Prescriptions for many minor conditions are no longer available for clinicians to prescribe in Dorset. If medication can be purchased over the counter, please visit your pharmacy or supermarket and #HelpYourNHS

