

Welcome to Brookfield Surgery Patient Newsletter

Tel: 01925 756969 Website: www.brookfieldsurgery.co.uk/

January 2022

Our doors are open for patients to access the surgery. If you would prefer to use our intercom at main front reception door, please do so. Please be patient, as our receptionist are also dealing with phone calls and other queries so will attend to your query as soon as possible.

We ask patients to continue to wear their face mask throughout the surgery and regularly use hand sanitiser entering and exiting the surgery to keep patients and staff safe.

Say Hello

We are delighted to welcome Salaried GPs Dr Emma Lynch, Nurse Hill and Sammy our HCA to our practice.

We say goodbye to GP Registrars – Dr Saadia Waraich



Changes to our appointment System

During these unprecedented times, we thank you for your continuing support. We have made some changes to our appointment system to ensure patients are directed to the most appropriate health care clinician and service.

The eConsult service is continuing to be embedded into how patients access health care services and will be responded to by the end of the next working day. You can submit an eConsult Monday to Friday between 8:00am and 12 noon only (unless all appointments have been allocated for that day). If you have an urgent issue, please ring the practice (in hours) or NHS 111 (out of hours). Following clinical triage, we may allocate you a telephone appointment slot or face to face appointment up to 4 weeks in advance of your e-consultation.

e-Consult can be accessed at our website www.brookfieldsurgery.co.uk

A blue banner for the eConsult service. It features the 'e consult' logo in the top left. The main text reads: 'Want advice from your doctor, self-help information or have an administrative request (such as a sick note or test results)?'. Below this, in smaller text, it says 'eConsult and get a response before the end of the next working day or sooner'. At the bottom left is a red button with the text 'GET STARTED'. On the right side of the banner is a cartoon illustration of a blue speech bubble with a face and a green speech bubble with quotation marks.

e consult

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self-help information or have
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GET STARTED



Signposting patients to healthcare services explained

It is important that patients recognise you may not always be directed to a GP for your health needs. We now have a larger team of health professionals working across South Warrington Practices as part of a network who are here for your health care needs. Health professionals including clinical pharmacists, Mental Health Practitioner, First Contact Physiotherapists, Community Paramedics, Social prescribing link workers, Care coordinators, Community Pharmacists and Dentists.

These health professionals will be working from the Practice to meet the needs of our patients providing tailored care for patients and will allow GPs to focus more on patients with complex needs as shown in the table below. If the Health Professional feels a GP consultation is required, this will be referred to your GP and a face-to-face appointment or telephone consultation will be arranged.

Most appointments are clinically triaged. We recognise this is popular for some patients but please let the Practice reassure you that if you do need and want a face-to-face appointment these are available to book ahead for a GP. Some patients may want to consult via video link which is also available.

Community Pharmacists	Service Provided
<p>Community Pharmacist are there for patients with minor ailments who can be treated on the day without the need of a GP appointment.</p> <p>This service can support general practice to ensure patients are seen by the right healthcare professional, in the right place, at the right time and will help make more GP appointments available for those with higher acuity needs.</p>	<ul style="list-style-type: none">• Acne, Spots and pimples• Allergic Reaction• Athlete's foot• Veruccas• Bites or stings, insect or spider• Blisters• Constipation• Cough• Diarrhoea• Ear discharge or ear wax• Earache• Eye, red or irritable• Eye, sticky or watery• Eyelid problems• Hair loss• Headache• Hearing problems or blocked ears• Hip, thigh or buttock pain or swelling itch• Knee or lower knee pain• Lower back pain• Lower limb pain or swelling• Mouth ulcers• Nasal congestion• Rectal pain• Scabies• Skin, rash• Emergency Contraception - Morning After Pill
Self-Care medicines from your local pharmacy	Services provided:
<p>Medications for short term minor health problems unless there is a specialist clinical need or for certain other exemptions.</p>	<ul style="list-style-type: none">• Head lice treatments• Treatments for infant colic• Creams/ointments for nappy rash• Threadworm treatments• Treatment for vaginal thrush• Haemorrhoid's treatment• Cough preparations• Eye care products• Probiotics• Treatments for mild acne• Dandruff and cradle cap treatments• Baby milks (unless a clinical need for a specialist milk)• Pain killers for minor aches and pains

	<ul style="list-style-type: none"> • Tonics, vitamins and health supplements • Ear wax removers • Lozenges, throat sprays, mouthwashes, gargles and toothpastes • Indigestion remedies for occasional use • Creams for bruising, tattoos, and scars • Hair removal creams • Moisturisers and bath additives for dry skin • Sun creams • Foods and food supplements • Pain relief cream/ointment for short-term use • Oral antihistamines for hay fever • Decongestant nasal sprays and tablets • Teething gels and mouth ulcer treatments • Vaginal moisturisers • Warts and verrucae paints • Heparinoid gel/cream • Antiperspirants • Antifungal treatments • Treatments for bites and stings • Treatments for cold sores • Antibacterial eye drops • Treatment for diarrhoea
Urgent Eye Care Service	Services provided:
The Optometrist has the appropriate equipment to look into your eyes. The GP does not have this specialist equipment in surgery. If the Optometrist feels your need an urgent hospital eye appointment this will be arranged for you.	<ul style="list-style-type: none"> • Red painful eye or eyelid • Recently occurring flashes or floaters • Recent and sudden loss of vision • Foreign body in eye
Accident and Emergency (A&E)	Services provided:
An A&E department (also known as emergency department or casualty) deals with genuine life-threatening emergencies	<ul style="list-style-type: none"> • loss of consciousness • acute confused state and fits that are not stopping • chest pain • breathing difficulties • severe bleeding that cannot be stopped • severe allergic reactions • severe burns or scalds • stroke • major trauma such as a road traffic accident • Less severe injuries can be treated in urgent care centres or minor injuries units.
Minor Injuries/Urgent Care Centres	Services Provided:
	<ul style="list-style-type: none"> • sprains and strains • suspected broken limbs • minor head injuries • cuts and grazes • bites and stings • minor scalds and burns
Community Paramedic Service	Service Provided:

The aim of the services is to minimise the disruption of home visits to GP surgery schedules and reduce A&E attendances. The paramedic practitioner service provides a collaboration with local GP practices.	<ul style="list-style-type: none"> Elderly patients who need an initial assessment who are unable to attend the surgery
Advanced Nurse Practitioner	Service Provided:
	<ul style="list-style-type: none"> Minor illness Should and arm pain Abdominal pain Back pain Chest pain Leg, knee, and hip pain Leg swelling Ear, nose and throat examination Cough/cold symptoms Eye problems Ear problems Asthma Chronic obstructive pulmonary disease Diabetes Hypertension Blood pressure Dizziness Skin rash eczema problems Gynae HRT Menopause
Dental Services	Service Provided:
For emergency dental conditions please speak to your local Dental Services or ring NHS 111 if you do not have a dentist – they will be able to put you in touch with a local Dental Service	<ul style="list-style-type: none"> Tooth pain Jaw/face pain Abscess/Swollen face
First Contact Physio	Service Provided:
	<ul style="list-style-type: none"> Back Pain Knee Pain Arthritis Problems with muscles, ligaments, tendons, or bones Carpal Tunnel Syndrome Ankle strains Post orthopaedic surgery All soft tissue injuries Spinal related pain in arms or legs including nerve symptoms for example pins and needles or numbness or weakness Spinal problems including lower back pain, mid back, and neck pain
Mental Health Practitioner	Service Provided:
	<ul style="list-style-type: none"> Abuse ADHD Anger Anxiety and panic attacks Bereavement/Grief reaction Bipolar disorder Borderline personality disorder

	<ul style="list-style-type: none"> • Depression • Drug and alcohol problems (may need referral to specialist drug and alcohol team) • Obsessive compulsive disorder (OCD) • Paranoia • Peri natal mental health • PTSD • Psychosis • Schizoaffective disorder • Schizophrenia • Self-harm • Suicidal thoughts • Trauma
Social Prescribers	Service Provided:
Social prescribing is designed to support people with a wide range of social, emotional, or practical needs, and many schemes are focused on improving mental health and physical wellbeing. Those who could benefit from social prescribing schemes include people with mild or long-term mental health problems, people with complex needs, people who are socially isolated and those with multiple long-term conditions who frequently attend either primary or secondary health care.	<ul style="list-style-type: none"> • Voluntary Services • Loneliness • Wellbeing referrals
Care Co-ordinators	
An integral part of the multi-disciplinary team, a Care Coordinator will work closely with the patient to initially assess their needs, to develop and deliver personalised – and often complex – care plans. Depending on the specific requirements, as well as connecting the patient with the correct contacts within the practice, this may include contacting, liaising with and bringing together different specialists and community service providers to ensure the care delivered is appropriate and effective.	

PLEASE HELP THE PRACTICE TO HELP YOU WITH YOUR HEALTH CARE NEEDS

Nurses Appointments

We are delighted to welcome Lynn our new practice nurse and Sammy our Health care Assistant to the nursing team. We are pleased to announce Nurse Geggie role has developed and Carole is now working as an Advanced Nurse Practitioner, supporting clinical and administration with triaging your clinical needs.

Flu Vaccine - If you haven't yet received your flu vaccine and are in the eligible cohort, please contact the practice on 01925 756969 to book an appointment.

COVID Booster Vaccinations

Our COVID booster programme has been very successful, with clinics undertaken at The Quays Surgery Grappenhall. We are encouraging patients who haven't yet received their booster dose to contact the practice to arrange, or alternatively book via the National Booking Service (119) or attend walk in clinics.

We would like to thank our GPs, Clinical Pharmacist, Nursing Team, Management team and administration staff for all their hard work delivering the Booster vaccine programme who have been deployed from their roles at the surgery to carry this out.



Patient Participation Group

The patient participation Group (PPG) is a very informal feedback session. We will always welcome new members, or comments, so if you are a patient of Brookfield Surgery and would like some more information please ask at Reception. The practice team will shortly be in touch with PPG members with a date to be confirmed for our next meeting.

Changes to our telephone System

Our telephone appointment system with the additional 3 options has supported patients, staff and secondary care to contact the practice more efficiently, enabling you reach the chosen department more efficiently by having 3 options to select when contacting the practice:

Press 1 for Reception 8am – 6:30pm

Press 2 for Prescriptions 8am-1pm (email scripts to warccg.brookfieldpm@nhs.net)

Press 3 for Secretaries 9am-3pm



Our administration team are working very hard behind the scenes to answer your calls as soon as possible. If you are experiencing any problems contacting the practice or wish to provide feedback on this service, please contact the Practice Manager.

Staff Car Park

Polite notice:

Please note the car park is for staff parking only and we remind patients to not park in front of the gates to the surgery. Access is always required to the surgery and more so in cases when ambulances need to attend in emergencies.

There are two disabled bays located at the front of the surgery. Please only use these if you have mobility requirements.



Friends and Family

When you visit our GP Surgery you will be able to complete a Friends & Family short form, stating whether or not you would recommend us to your friends and family if they need similar care or treatment. Your answers will be anonymous and can be completed at the surgery, please post feedback in the box provided, which are located in our waiting area. It is important to the practices that we review and listen to your feedback.

Friends and Family August feedback: 13 out of 16 patients said they are extremely likely to recommend Brookfield Surgery

December 2021 feedback:

“Staff were polite and friendly and helpful throughout my visit and consultation”

“I was very satisfied”

“Building confidence with Diabetic Nurse”



December E-Consult Feedback

Brookfield Surgery has been working hard throughout the covid-19 pandemic changing how we see patients following NHS guidance. We welcome both positive and negative feedback to help improve services for our patients.

As of 04.01.22, Warrington CCG has now instructed GP practices to re-instate e-consults for routine appointments. This was temporarily suspended in December and into the new year, as staff were deployed from GP practices to deliver the COVID 19 Booster Programme.

We would like to thank all our patients for their continued support throughout this difficult time.

We aim to provide the highest standard of care to all of our patients, and it is great to read positive reviews about the e-consult service.

Were your patients satisfied with eConsult?

75%

patients who were satisfied with the service

75%

patients who would recommend the eConsult service to family and friends

What were your patients' care outcomes after using eConsult?

50%

patients who said their issue was completely resolved seven days after using the service

50%

patients who did NOT have to contact the GP practice or any other health service for the same problem in the week after consulting online

Did patients say they were contacted in time?

88%

patients who said they were contacted by the stated response time

How did patients hear about eConsult?

50%

"From the GP practice website"

38%

"Someone else from the GP practice told me about it"

25%

"Another patient, family member or friend told me about it"

eConsult Patient satisfaction: comments

“Provides good triage. Don't always need to see GP face to face as thought and was advised to come in for blood tests”

“Quick, easy and saves time”

“I much prefer being able to get a face-to-face appointment, but during these bad times, I understand this is not always possible”

“easy to use and incredibly efficient”