



Marysville Medical Practice

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Brook Street

Belle Vue

SHREWSBURY SY3 7QR

Tel: 01743 276000

Email: mp.marysville@nhs.net

Web: www.marysville.co.uk

THE CLINICAL TEAM

GPs;

Dr Visick (principal)
Dr Goodwin (returning from maternity leave)
Dr "Marta" Jackowiak
Dr Hine

Nurses

Liz Starkie— Advanced Nurse Practitioner
Gill Richards
Diane Foster
Laura Stockton

Health Care Assistant

Gail Cheadle



Onwards and Upwards....

The outlook is very positive for Marysville as we have managed to recruit some excellent GPs and nurses and now also have our Practice Manager back from maternity leave. This has enabled us to make improvements to the structure and processes of running the practice. This has been especially vital as we will be saying goodbye to our deputy PM Jan Pascall due to her well earned retirement, and we have relied on her for a wealth of knowledge and experience for many years.

As a business we are doing well and our patient numbers continue to grow which also increases income, but of course also requires investment in more staff to cope with this. We are hoping to provide all blood tests again in the near future by employing a HCA, however anyone who would want them taken at the Royal Shrewsbury Hospital if preferred is always able to do so.

Unfortunately the front doors (as many of you will be aware) have broken down many times and we have now been advised to get new doors. Unfortunately this is the practices responsibility and not the landlords so it will be a major outlay. We are keen to get more suitable doors (subject to permission) as often had feedback that in the winter the waiting room was too cold as they open so wide? Comments about the doors very welcome please email us about this mp.marysville@nhs.net or pass in your comments

From ****28th June****

to get your prescription either use;



**NHS PRESCRIBING
ORDERING DIRECT
(POD)**

0333 358 3509

MONDAY TO FRIDAY 9am– 5pm

(Please allow 4 working days before collecting your medication)

OR

ORDER ON-LINE with EMIS ACCESS;

(use this instead of email please)

As well as ordering prescriptions on line;

- ◆ **Change your contact numbers/address**
- ◆ **View test results**
- ◆ **View Letters/ documents**

Ask at reception for your access PIN—**ID needed;**

1— photographic (e.g driving licence/passport)

2— bank statement/ passport

GP EXTENDED OPENING HOURS IN YOUR COMMUNITY

We would like all patients in our community to be able to see a local GP or Nurse when they need to. Shropdoc has set up a network of GP Practices within your community offering extended opening hours for routine appointments.

**CALL TO ARRANGE A ROUTINE APPOINTMENT
0333 222 6649**

New Phones and System

Apologies to those who have had echoing on the line, or been cut off - but we were promised a new phone system 2 years ago via the CCG....after so much delay we took the decision to go ahead and fund ourselves as still cheaper per month overall and we felt unsafe to wait any longer.

The new phones are now in place allowing clearer conversations, and will also enable us to monitor use of the phones and any problems

Many thanks indeed to Sue Llewelyn our Secretary for the amazing flowers in the boxes at the front of Marysville. This brightens the surgery year round!

TEXT MESSAGING!

MJOG assured messaging

service – Marysville is currently using this to confirm and remind patients of their appointments by a text to their mobile phones.

It can also be used for patients to **CANCEL** their appointments but will only do this if cancelled giving **more than 12 hours notice**.

If you are unable to give more than 12 hours notice please do **not** use this system and phone reception so that your appointment can be utilised.

MJOG is also used by us to remind patients to make an appointment for a **review** of their condition.

Please ensure that you inform us of any changes in your mobile number.



CHANGES IN RECEPTION

You will see there are some new faces in reception.

The role of the receptionist is ever changing. They will be continuing to direct you to services that are best suited to your needs and so will need to ask you a few questions to enable them to co-ordinate you to these services. This is to keep GP appointments for those who truly need them.

Reception Team

Michelle Humphreys

Toni Inman

Lydia Peet

Sally Brown

Olivia Morris

Penny Watson

Jan Pascall our Deputy Manager is retiring

Semra Dunn who is presently our Reception Supervisor will be taking over the role of Deputy Manager



Reception/ Call Handlers- Why they will ask what sort of problem it is!

A brief description of the type of problem enables us to use our limited resources sensibly.

We completely rely on reception to ensure the surgery runs smoothly- they are the most important people! Although they are not clinical and cannot give medical advice, they **DO** know a lot about the running of the practice and who you are best to be directed to. They are fully bound by **CONFIDENTIALITY** in the same way doctors and nurses at the surgery are.

- ◆ For admin queries about referrals/ appointments they will signpost you to either the hospital or our Secretary (a GP will be little use here!)
- ◆ For acute eye problems– will signpost to **PEARS** scheme(opticians participate in this)
- ◆ Community Pharmacist for some medication problems and minor ailments which GPs shouldn't be seeing unless on going/ severe

Where unsure they can pass a quick message to the GP to check the best way of dealing with a problem. This prevents wasting appointments= more appointments available when you need one.

They do more than just booking appointments; scan on letters, sort them for the GPs and code the new diagnosis/ Give out results and action comments from the GP/ allocate and file some results under a strict protocol and much more.

Water Infection? - We want to see you!

Some of you will be aware that recently if you have phoned suspecting you have a water infection, or want to drop a urine sample in that we have either directed you to a pharmacy or booked you in with the nurse. I apologise if this seems less convenient but it may be useful to explain why we have made these changes

- ⇒ Safety - we have had several incidents where the urine tested has been "normal" and patients informed which has falsely reassured them. There was a much more serious medical problem going on which we couldn't act upon as didn't see them to discuss if fully enough or examine them. That is why we need to see you if possible to interpret the results accurately.
- ⇒ The pharmacies are being paid to provide a service for straightforward UTIs- this is to relieve pressure on GP practices
- ⇒ Results are rarely 100% positive or negative - and usually need some interpretation. without knowing full symptoms and examining if necessary this is very difficult and we are in danger of over or under-treating.

Prostate Blood Test- Due to a lot of press coverage we have had many men requesting a prostate test—PSA. If men have symptoms then they should book to see a GP for a full evaluation. If there are no new symptoms, then the advice sheet about the test should be fully read first (see www.patient.co.uk). This is because the test is not very specific, and we must stress that it is not yet an *advised screening test* by the NHS because of this.