



Jane de Jong
Practice Manager

The last year has seen an unprecedented increase in patients registering with this Practice. We started 2015 at 11400 patients registered and ended at nearly 12800. This has put a huge demand on appointments and home visits for our doctors.

Whilst we are always happy to provide general medical services to our patients and indeed that is what we are here for, we do want to ensure that we continue to provide a safe service and a quality service. We have 8 doctors working with the practice and are lucky enough to have 2 locum doctors helping us out - Dr Mary Floyd and Dr Andy Ruffer. Due to this demand we have committed to these Doctors working with us on a more regular basis and we want to assure our patients that we take our responsibilities of providing a good service to you seriously.

However, despite all of our extra efforts we are still struggling to provide many extra appointments for patients to book in advance. We entirely understand that this frustrates our patients, particularly

when you want to see a particular doctor. An average day sees us consulting with about 250 patients. Half of our daily appointments are made available to pre-book up to 4 weeks ahead. In the main these pre-bookable appointments are always all booked as demand is high.

We want you to know we do care and we would wish to provide a better service that has appointments available to book with all doctors within a week, but it is proving impossible. Therefore, we do always offer each day the Duty Doctor system. This is where a doctor will call you and consult with you over the phone and if they have concerns about you not being seen they will book an appointment themselves. Quite often they are able to deal with problems over the phone.

I would like to think that we have a really good team here at Victoria Road, and I always appreciate your feedback; good or bad. This helps us to make improvements where we can. We may not be able to provide you with exactly what you would like but please know that we do try our best and are not here to purposefully try to be unhelpful or be obstructive; we work with limitations and constraints that are sometimes beyond our control.

Thank you for your support.

Carry on Catherine



Nurse Catherine
with daughter Madeleine

In the last edition of VR we featured our lovely nursing team but rather mistakenly missed out a key member of our staff, Nurse Catherine Higgins who is in surgery every Friday to provide a high quality service to our patients. We think it must have occurred because she works away quietly in Treatment Room B at VR diligently seeing the many patients that need ear syringing, dressings changed, smears, injections or health checks. Anyway we are now pleased to set the record straight now, so step forward Catherine. Working for us since 2007, she is a busy mum of four children and has also served the community travelling across the county for the Twilight Nursing Service.

Victoria Road's Got a Talent - for baking!

'An army marches on its stomach' has been attributed to Napoleon & **'Let them eat cake'** was supposedly uttered by Marie Antoinette. Whether our patient, Joan Lane, had these quotations in mind when she began baking us delicious cakes we don't know - in fact we really aren't fussed as she just has a talent for baking!

Importantly our forces are well-provisioned with the delights of date and walnut, Victoria sponge, rich fruit or whatever Joan decides will keep us nourished - and a cheer goes up whenever she arrives with tins or Tupperware of tasty confections to supply our hungry troops. Joan has been a patient at Victoria Road for 26 years and until she retired she worked in Housekeeping in ITU at Worthing



Hospital and she looked after the relatives of patients keeping their spirits up with tea and biscuits. Monday was a big day in the department as Joan would arrive with her latest cake recipe to test on her willing 'guinea pigs' (colleagues)!

711

The number of appointments our patients have not shown up for at the surgery between 1 September - 30 November 2105

200

The average number of appointments we are wasting each month when patients don't show up for GPs, nurses or phlebotomists

- Provide us with your mobile number so that we can text you reminders so you don't forget your appointments.

VR

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News for our patients in
Worthing & Durrington

Winter 2015/16

Electronic Prescribing comes to Victoria Road



The Electronic Prescription Service is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

If you collect your repeat prescriptions from the surgery you will no longer need to visit us to pick up your paper prescription. Instead, we will send it electronically to the pharmacy you choose, saving you time. You will have more choice about where to obtain your medicines because they can be collected from a pharmacy near to where you live, work or shop. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive. All you need to do is nominate a pharmacy you wish to use and give us their details (each pharmacy in the country has a unique code that we input). If you use a dispensing appliance contractor we can also send to them electronically. If you order items both for a pharmacy and appliance contractor EPS will distribute the scripts automatically to the correct locations.

You are always free to change or cancel your nominated pharmacy - just let us know before you order your next prescription.

EPS is reliable, secure and confidential and it helps the surgery as we are constantly able to track at what stage your prescription is - whether it is still with the GP for 'signing', or with your nominated pharmacy either awaiting dispensing or ready to collect. Your pharmacy may even be prepared to deliver your items - just ask them. Your reorder tick list will then be supplied by your pharmacy instead of the surgery.

Although you are always welcome to visit us at Victoria Road or Durrington - don't forget if you have internet access you can order repeat items to save coming to surgery. Just bring i/d in to obtain your unique log-in details.

More about MIAMI



In the last edition of VR newsletter we introduced the MIAMI clinic. It is a service provided by 19 local GP practices across Adur and Worthing and the aim was to get you seen 'on-the-day' for urgent appointments when our own hard pressed surgeries are full. The finance for the scheme has come from the Prime Minister's Challenge fund to support Practices to trial new and innovative ways of delivering GP services and making services more accessible to patients. **Victoria Road Surgery has alone sent over 300 patients to MIAMI since the end of October 2015!**

Since we featured the MIAMI (Minor Injury Assessment & Minor Illnesses) clinic based at Durrington we may well now have passed you across to this service to be treated by their GPs and nurses who, with your consent, have had access to your medical record. Your own GP at Victoria Road Surgery will then receive details of your consultation to ensure we give an efficient 'joined-up' service.

We are now pleased to announce an expansion to the service and an extra two months of funding, with MIAMI clinics being held not just at Durrington Health Centre but also at Selden Road Surgery in Worthing, Pond Row Surgery, Lancing (opposite Lancing Manor Sports Centre) and Shoreham at Northbourne Surgery (adjacent to Southlands Hospital). All the MIAMI clinics run from 8am to 8pm each weekday and we are able to pre-book you appointments at any of these locations. **Be aware that you must always be referred to MIAMI by us at the surgery - do not just turn up at any of the locations without an appointment.**

The criteria for being referred is that it is for 'one-off' health issues or problems (not for long-term condition support and management).

Children's Walk-in Clinic at MIAMI in Durrington

Every weekday 4 - 7.30pm for children and young people aged 17 years and under.

This clinic is for help, advice and treatment. It is not intended to treat long term conditions (e.g. asthma, diabetes) or serious medical conditions. The types of conditions the clinic can see are: sore throat, ear ache, vomiting, persistent diarrhoea, stings, bites or allergies and sprains and strains.

Your child should see their own GP for on-going problems. The MIAMI team will inform your GP surgery of any treatment received.

2960

The number of our patients who have signed up for electronic prescribing (almost 25% of patients). The quicker and more efficient way of getting your prescription to your chosen pharmacy.

See the article opposite>

'The MIAMI doctor was helpful, supportive and given me a way forward. What a great idea this is. I realise that GPs are stretched but this helps them and the patients. I hope the MIAMI clinic will be expanded'