



## Jane de Jong Practice Manager

In this newsletter I am hoping to give you some insight into the current situation in General Practice and the crisis that we believe is looming, if not already upon us.

On a week when all doctors are working we provide around 1380 appointments plus we provide a duty doctor who will see as many patients as they need to. In addition to this we employ locum doctors on a weekly basis that provide us with on average another 64 appointments yet despite these numbers we are struggling to meet the demands of our patient population.



With an increase in the population and a decrease in GPs available, the Government intend to address this issue

over the next five years by looking at means of educating patients by providing information and access to alternative services; pharmacies, on-line information and leaflets for minor ailments that invariably will get better with no intervention by a GP. At this Practice we have now employed a Nurse Practitioner who is also able to prescribe (*see article overleaf*). Anne King can see patients for minor injuries and ailments and this helps eliminate these consultations from the GPs allowing them to concentrate on patients with more serious conditions. We employed Anne to replace Dr Babicki who sadly left the practice in February.

It is never the intention of anyone working in Primary Care to not want to help our patients and we would want to be able to give them an 'ideal' appointment. It frustrates us as much as it does you. However, GPs are leaving General Practice as they are disheartened and disillusioned by the lack of understanding from the public. When a GP finishes their surgery they then have to make home visits to the sick and infirmed, this can take hours. After that they have to read all of the correspondence that they receive from third parties (hospitals etc) in relation to their patients' care. These can be in the hundreds and a good percentage of the correspondence requires actions; further appointments, follow ups, medication changes etc. Following this they have to check and sign their patients' prescriptions, each of these needs careful

checking and medication reviewed and some patients written to and asked to come in for a review. They then have to look at all of the messages sent to them during the day that patients need answering. The GP then has to call these patients on the phone to answer their questions; on average a GP receives about 20 per day.



In conclusion; we need more GPs and more Nurse Practitioners to manage this ever increasing workload. However, there is simply no extra funding and importantly no availability of GPs. If the rate of demand keeps increasing it will drive GPs out due to pressure and the lack of support. It has been announced recently that the Government now acknowledges this impending crisis and is preparing a 5 year plan of investment into primary care and into educating patients.

**Let us hope that we can all come up with a solution very soon because we want to be here for our patients.**

## Victoria Road's Got Talent



Pamela Morris is a naturalist and joined the Victoria Road Surgery fifteen years ago when she moved to Worthing. She enjoys taking photos of wildlife while studying them. Pam used to do pencil sketches in the field, but now finds photos help capture more about the subject. After capturing the photos needed she can then watch and study behaviour. Her work is mainly graphite, ink block painting and watercolour. Pam volunteers as a guide and supports the Wildfowl and Wetlands Trust Arundel. Waterfowl feature in many of her works. As a guide Pam's job is answering questions from visitors about the wetlands and wildlife. Pam says it is also a privilege sharing wildlife experiences with visitors. As part of her work as a naturalist she studies urban wildlife. Whilst out studying Worthing wall lizards she says "I see so many people scurrying around in their busy lives, yet missing so much around them". So she is hoping to use her art to engage people with our natural world. Worthing has some wonderful open spaces including parks, gardens, beach and downland that need exploring. *Anyone wishing to see her work will find her at Broadwater Carnival this year.*

## 560

The number of appointments our patients have not shown up for at the surgery for the 4 months between 1 February - 30 April 2016

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

**Please phone and cancel your appointment EVEN AT THE LAST MINUTE if you cannot come along – we will probably be able to fill the space for another patient**



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Member of National Association for Patient Participation

# VR

Victoria Road Surgery  
Patient Participation Group

News for our patients in  
Worthing & Durrington

Summer 2016 edition 11

## Help Victoria Road Surgery improve its services to you



myPPG

It's a web based forum with no requirement to attend meetings

Our Patient Participation Group has been active for many years and will continue to meet in the surgery every six months to bring ideas and make suggestions about how the Practice can operate for the benefit of all patients. But, now we can give more of you the opportunity to make a contribution to help us improve our services from the comfort of your armchair! *Join today by registering at [www.myppg.co.uk/register](http://www.myppg.co.uk/register)*

## King is 'Jewel in Crown' for our GPs

Anne King trained in Worthing and Southlands and qualified in 1996, where she took a job on the elderly care wards. She also worked in acute admissions and Accident & Emergency, and later returned to elderly care, eventually as ward sister and we now welcome her helping us at Victoria Road Surgery.

In 2006, Anne started as a Community Matron, working with patients with chronic diseases and complex needs, with the aim of preventing admissions. She continues to work with the Community Nursing team on Mondays and Fridays, predominantly as a Practice Teacher, working with junior staff and students.

During her time with the Community Nursing team,

she was lucky enough to be funded to study for a Masters degree and completed this in 2014. Having completed the independent nurse prescribing and physical assessment modules she wanted to utilise these skills and the Nurse Practitioner role is perfect for this.

Anne's job here involves seeing patients with minor illnesses/injuries in the mornings and then seeing some housebound patients on home visits. In the afternoons she will be reviewing patients with chronic diseases.



Anne King, Nurse Practitioner

**Holiday on the horizon?**  
Don't leave it until the last minute to think about any vaccinations needed

**-fly into the surgery straightaway for a travel form & get airborne!**

## Electronic Prescribing now well established at Victoria Road



In the last edition of VR we told you about this new service and how you will no longer need to visit us to pick up your paper prescription. Instead, we will send it electronically to the pharmacy of your choice, saving you time and our resources. It is proving to be a success, as your prescription should arrive at your pharmacy earlier and we are not so reliant on pharmacy collectors calling at the surgery. Just nominate a pharmacy and give us their details (each pharmacy in the country has a unique code). 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.

### VICTORIA ROAD SURGERY

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- \* chaperoning for examinations
  - \* interpreting & translating
  - \* making available large format surgery publications
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