

Whitley House Surgery

Crompton Building, Writtle Road, Chelmsford | Tel: 01245 347539



PPG Newsletter Spring 2019

Meet the team

Health Care Assistants ECGs Wound dressings Blood pressure reviews NHS health checks New patient health checks	Reception Team Book and manage appointments Manage prescriptions Chaperoning patients Care navigating	Community Support Teams Midwives District nurses / community matrons Dementia intensive support team School nurses Health visitors Alzheimer's drop in clinics
General Nurses Smears Baby vaccinations Child flu vaccinations Adult vaccinations Adult injections e.g. B12 Contraceptive pill checks / injection Wound dressings Burns Refer patients on to other organisations where appropriate for their care	Clinical Pharmacists Medication reviews Long term condition reviews Can prescribe medication?	Social Prescriber See patients for a range of support e.g. wanting to make lifestyle changes, wanting to stop smoking, feeling low, feeling lonely, help signpost patients access wide range of support and services in our local community
Specialist Nurses / Health Care Assistants Long term condition reviews e.g. Asthma / Diabetes / COPD Mental health reviews Learning disability reviews Cancer care reviews INR monitoring	Working together to support our patients	
Admin Team Register new patients Manage prescriptions Send referrals Manage repeat bloods and tests for patients Scan in clinical information to patient records Invite patients in for appointments		Managers Manage staff Manage working processes Quality assurance Manage all aspects of the building and organisation
	Patient Participation Group Core group of patients who represent the patient population	

Why does the receptionist ask the reason for my call?

- As you can see from the above diagram, Whitley House has a huge team of clinicians and support staff to help its patients.
- The different health and social care practitioners are specially trained to see patients with different conditions in order to best meet their needs.
- In addition, patients with a range of conditions or concerns can be helped without having to come to the surgery and be seen by a clinician at all.
- Receptionists ask the reason for your call so they can help navigate patients to the most appropriate person to receive the right care and support as quickly as possible.

Did you know....

Month	Answered Calls	Missed Appointments	Prescriptions Issued
Jan-19	5876	168 or 28 hours	3345
Feb-19	4998	120 or 20 hours	2798
Mar-19	5513	150 or 25 hours	2989

Join the PPG ...ask reception for more information