

PPG QUARTERLY NEWSLETTER No.3

June 2023

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Meet the Staff

Have you ever been told you are seeing a GP registrar and wondered what we are and what we can do to help you?

A GP registrar or GP speciality trainee (GPST) is actually a qualified doctor but training to be a GP. I am currently in my final month of training to be a GP at Midway Surgery, an exciting and reflective time on my journey to this point. Midway Surgery usually has at least two GP trainees at any one time.

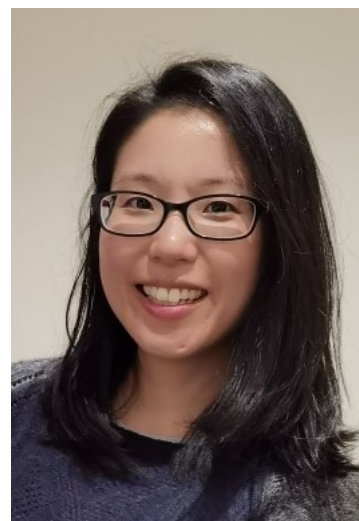
Before embarking on a GP training course we will have had at least two years of hospital experience as a doctor. Then, when the three year GP training programme begins we usually do the first half in the hospital wards covering various specialities such as paediatrics, care of the elderly, A&E and gynaecology - to name a few. So, by the time we land in general practice we will have gained wide ranging skills, experiences and knowledge that we can bring.

You may have experienced - and probably appreciated - spending a bit more time with a GP registrar in their consultation, afforded to us because of our training. In our capacity, we are able to do everything you would expect your usual GP to do. Sometimes, you may see a senior GP in the room observing our consultation as this exercise provides an opportunity for training feedback (and a bonus second opinion if needed!)

As a trainee at Midway Surgery, we are supported very well by all the partners, who do all they can to equip us with the skills and knowledge needed to provide the high level of service and care you can expect here. Feeling very much part of the team, we are assimilated into the caring ethos of the practice, which makes working and training here such a privilege.

Dr Jennifer Chui Hom Lap

GP Registrar/GPST3



Did you know?

In April 2023, our Practice Nurse Kathy Brannon ran her first ever London marathon and completed it in just 4.5 hours!!!

If you are inspired by Kathy's amazing achievement, why not take up running? Check out the [NHS Couch to 5K training plan](#).



Messages from the practice

Urgent Prescriptions requests

A recent audit has shown that our GPs are spending up to 5 hours a week processing urgent prescription requests that have been made on the same day. Appointment time is being spent managing this and we are therefore making some changes to try and reduce the time wasted and thereby improve access for appointments.

Unfortunately, a lot of urgent requests are for regular repeat medications that have not been requested in time and are not medically urgent.

Going forward, such prescriptions will no longer be issued electronically. There is now a paper form for completion instead and our duty doctor will consider all requests and sign any urgent prescriptions for collection at reception.

We urge patients to remember that 5 working days are needed for repeat issues of medications.

Any urgent request from a pharmacist, medical professional or where a change needs to be made by one of our team will of course be dealt with promptly.

As a reminder, repeat medication requests can be made on the NHS apps, or through our website and online consultation options.

Abuse is not in a day's work

We would like to thank the patients that have been, kind, supportive and patient with us during and since the Covid-19 pandemic. We want you to know that as a practice team we really appreciated it.

Unfortunately, not all patients have been kind and understanding and a small minority have instead chosen to repeatedly threaten, intimidate and abuse our staff. The level and severity of abuse has recently increased. Whilst we recognise people's frustrations and can admit that we do not always get things right we do not expect to be abused when we come to work.

We operate a zero-tolerance policy on abuse at our practice. The consequence of abuse will be patient removal from the practice's registered list and where necessary public prosecution for offences committed.

We kindly request that if you are unhappy with the service received you calmly ask to speak to a manager and leave your preferred contact details if a manager is unable to speak to you immediately.

Parkrun – Save the day and join us!



To celebrate 75 years of NHS, Midway Surgery will be hosting the St. Albans Parkrun on the **8th July 2023, starting 9 AM**. Apart from participating as runners or walkers, our staff will be part of the marshalling team. Why not save the day and join us? You can use the linked form to let us know if and how you would like to participate –

https://docs.google.com/forms/d/e/1FAIpQLSfgCYxU7cPy_pyoYs4ooCRIP7UbaaUAfT6i1ThWZeeYmFsQvA/viewform

Research into the effects of Park Run on participants is pretty impressive!

The majority of regular participants reported improvements in Fitness, Physical Health, Mental Health, Happiness and Personal Achievement!

Park Run is free – just log on once to the Park Run website – www.parkrun.org.uk, print off your personal barcode and you are ready to join Park run ANYWHERE!

The nearest Park Run to Midway is at Verulamium Park at 9am on a Saturday. Anyone can go and everyone will be made welcome. You can push a buggy as you run and even take your – well behaved – dog along. (one dog per person).

Many people join up afterwards to go for a coffee.

Volunteers to help are always needed so if you are interested please email stalbans@parkrun.com

Summer is here!

Going on holiday? Don't forget to order your prescriptions. You should order your prescriptions **at least five working days before you travel!**

If you think you will need to be vaccinated before travelling, please arrange an appointment for a travel consultation at least 6-8 weeks before departure if

Do you snore?

By Dr Suraj Kukadia

Snoring is a very common condition and it is not usually caused by anything serious. However, it is one of the most common reasons couples attend counselling.

There are several possible causes for snoring, and this determines the most appropriate treatment. The causes include: the tongue partially blocking the back of your throat, the mouth falling open when asleep, and blocked or narrow airways in the nose. Keep reading for some tips to help you stop snoring.



One of the more concerning causes of snoring is sleep apnoea. This is when your breathing stops and starts while you sleep. The most common type is called obstructive sleep apnoea. This needs to be treated as it can lead to a higher risk of strokes, heart disease, heart attacks and high blood pressure. It can also lead to an individual falling asleep at inappropriate times, for example when driving a car.

The hallmark symptom of obstructive sleep apnoea is excessive daytime sleepiness. Additional symptoms include loud snoring with periods of silence followed by gasps and restless sleep, as well as irritability, forgetfulness and mood changes.

If you are concerned that you or someone you know may have obstructive sleep apnoea, please encourage them to book a GP appointment.

Here are 5 things you can try to help you stop snoring:

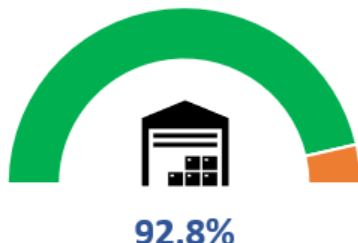
1. Try to lose weight, if you're overweight;
2. Sleep on your side. You can purchase special pillows and bed wedges that can help you on your side at night;
3. Reduce alcohol intake;
4. Smoke less – ideally stop completely;
5. Consider asking your partner to use ear plugs – this won't help you stop snoring but it can make the snoring a little more tolerable for your partner.

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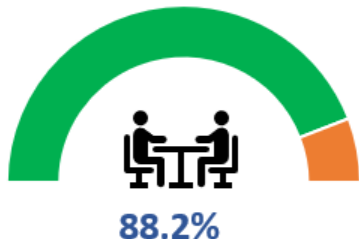
All in a day's work

Here are some statistics for the work we do – the figures are for the month of April 2023

Available Appointments 4,422
Booked Appointments 4,104



Available Appointments 2,353
Booked Appointments 2,076



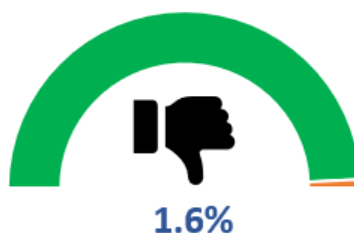
Available Appointments 2,042
Booked Appointments 2,001



Booked Appointments 4,104
Cancellations 460



Booked Appointments 4,104
Did not arrive 65



New Registrations
67



Suffering with hayfever?

As qualified healthcare professionals, pharmacists can offer clinical advice and over-the-counter medicines for a range of minor illnesses.

If symptoms suggest it's something more serious, pharmacists have the right training to make sure you get the help you need. For example, they will tell you if you need to see a GP, nurse or other healthcare professional.



Midway Mastermind

Q. When was Midway Surgery first established and why is it called “Midway”

A. The Surgery was set up by Dr Clive Jackman around 1950 when the NHS was first established. Prior to the purpose-built Surgery that we see now, surgeries were held in a house located in the street round the corner named Midway.

Q. How many GPs did you have when the practice first opened?

A. Initially, Dr Jackman was a single-handed GP. By the time the new Surgery in Watford Road opened in 1983, there were four Partners who included Dr Clive Jackman, Dr Mary Groves, Dr James Ferguson - can anyone help us identify the fourth?

Q. How many GPs do you have now?

A. There are eight GP Partners at Midway Surgery. In addition to GPs, there are also now a highly-skilled team of allied healthcare professionals who include physician associates, nurse practitioner, urgent care practitioner, mental health worker, musculoskeletal specialist for first assessment, clinical pharmacists, young persons service as well as our excellent nursing team. The Practice is also accredited as a Training Practice so we have doctors here completing their GP specialist training.

Q. How many calls do you receive a day?

A. In April 2023, reception answered 5,263 telephone calls and average approx 300 calls per day. There is always higher demand in winter compared to the summer months so we have to balance an increase in demand for those times

Q. What is the total number of staff working at the surgery?

A. There are 50 members of staff directly employed at the Surgery which includes our GPs, clinical team and support staff.

Q. How many hours a day does a GP work?

A. The Practice is open Monday - Friday 8.30am - 6.30pm, and then holds some extended clinics until 8pm weekdays and Saturdays (hence you may have a telephone consultation or appointment here during those times). Therefore, the GPs work during and outside these hours sharing this commitment.

Q. How many home visits do the GPs do per week?

A. No week is the same - it ranges around 10-20 per week. A doctor does visit our larger Care Homes one morning per week to review residents living there

Q. How many patients get seen by a member of staff each day?

A. This varies considerably and can depend on what clinics are being held or what health campaigns are being run at the time.

Q. How many telephone consultations are conducted each day?

A. In April 2023, there were approx. 3,340 patients who had consultations with GPs and our allied healthcare team (excludes nursing team consultations). Consultations are generally about half on the telephone and half in person – we leave this to the patient’s preference and/or what is most appropriate for the problem.

Q. How many times do patients fail to turn up for their appointments each month?

A. Thankfully, DNA (did not attend) rates are low and we are grateful to all those who use services appropriately and ensure that others can access appointments. Obviously, there are exceptional circumstances which might mean someone misses an appointment. However, it is extremely frustrating when these happen for no apparent good reason. At the time of writing, 4 of the 11 Nurse appointments on Tuesday didn’t arrive for their appointment with the majority saying they forgot – this equated to 1 hour 10 minutes of nurse time that could have been offered to other patients.



Are you finding our quarterly newsletter useful?

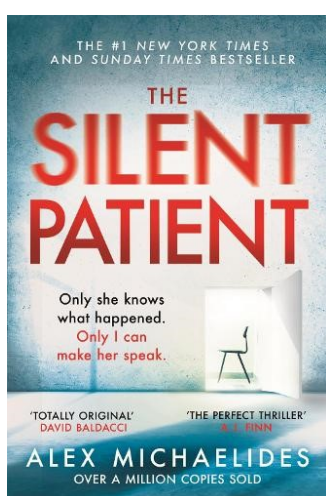
If you can spare a few minutes and would like to have a say, please follow the link to [complete a short survey](#) which will help us tailor future releases to our audience. Many thanks in advance from all of us at Midway.



From the Bookshelf

Recommendations By Tanya Page, our Healthcare Assistant

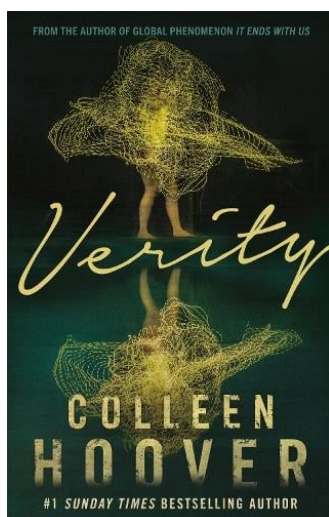
🌀 The Silent Patient by Alex Michaelides



Forensic psychotherapist Theo Faber is convinced he can successfully treat Alicia, where all others have failed. Obsessed with investigating her crime, his discoveries suggest Alicia's silence goes far deeper than he first thought. And if she speaks, would he want to hear the truth?

The Silent Patient was Alex Michaelides' gripping must-read debut thriller of 2019.

🌀 Verity by Colleen Hoover



Lowen arrives at the Crawford home, ready to sort through years of Verity's notes and outlines, hoping to find enough material to get her started. What Lowen doesn't expect to uncover in the chaotic office is an unfinished autobiography Verity never intended for anyone to read. Page after page of bone-chilling admissions, including Verity's recollection of the night their family was forever altered.

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