

# Falkland PPG Newsletter



Autumn 2023

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Welcome to the latest Patient Participation Group (PPG) Newsletter

### Open Evening — Social Prescribing explained

The modern GP surgery is increasingly like a health centre, where the best person to help may be a clinical pharmacist, a musculoskeletal practitioner, a care co-ordinator or one of many other new roles. One of those, is the intriguingly named 'social prescriber'.

When there's something wrong with us, it's all too easy to hope that there's a pill to make us better. Medication is often very helpful, but it's rarely the whole solution. And that's where the 'social prescribers' come in.

To find out more, come along to the PPG and Surgery Open Evening and **PPG AGM on Monday 13th November 2023 at 7pm** in the surgery waiting room. A GP and the Practice Manager will also be there to answer questions. There will also be tea and coffee available and a raffle.

### Behind the Scenes at the Surgery

The PPG's Pete Davies recently went behind the scenes to find out what goes on day to day at Falkland surgery. Here's an edited extract of the article he produced as a result.

The day begins with a deluge of telephone calls. "It is not unusual to have 20 calls come in at 08.00" said the senior Patient Service Assistant (PSA), "and this is despite there no longer being any need to ring early in order to get an appointment".

Heavy investment in new technology now enables the surgery to operate a very successful triage system whereby all telephone calls and e-consult requests for medical assistance, regardless of when they are received, are speedily dealt with by a well-trained team of PSA's acting together with two dedicated GP's who will decide on a course of action and respond quickly.

#### Falkland On-line

Don't forget that the surgery has its own Facebook page where you can get up-to-date information as well as post your own comments

And there's also the website of course:

[www.falklandsurgery.co.uk/](http://www.falklandsurgery.co.uk/)

All contacts are logged and displayed on large screens with colour coding denoting status and priority. At peak times callers no longer need to hang on the 'phone; a call back system solves the problem without the caller losing his/her place in the queue.

This investment in new technology means that at Falkland Surgery, 60% of callers get an "on the day" appointment with a GP and of these, 70% are "face to face". Given that in the past 90 days there have been approximately 11,000 appointments this is quite an achievement.

In addition to actual appointments, the practice issued 65,140 prescriptions over the same period (on the day of my visit 225 prescriptions had been issued by 11.00!), the team also has to deal with 40-60 items of clinical correspondence, an average of 10 clinical referrals and around 15 requests for tests of one sort or another.

All of the above is provided by a highly professional, dedicated, hard working team of 48 people comprising 30 clinicians and 18 PSA's most of whom are beavering away behind the scenes secluded from public exposure.

## **Staffing**

The surgery has a full quota of clinical staff, the PPG heard at its last meeting, but there is a regular turnover of Patient Services Advisers. Previously known as 'receptionists', many people may not realise how demanding the positions are, and the training required (hence the name change).

## **National GP Patient Survey**

Patients at Falkland surgery are more satisfied than the national average in feeling their needs were met during their last appointment, that they were given enough time and they were sufficiently involved in

decisions on their care and treatment, according to the annual, national GP Patient Survey.

The results were published earlier in the summer and can be found at <https://gp-patient.co.uk/patientexperiences?practicecode=K81017>.

Respondents were below the national average in being offered a choice of appointment, being satisfied with appointment times available and describing their experience of making an appointment as good. As the results are based on 110 responses for the practice, there is quite a wide margin of error (the 'real' results could be roughly 10 percentage points more or less than that given).

There are lots of analyses you can do on the site, including comparisons with other practices and for some questions, trends over time.

***Date for your Diary***  
***Surgery Open Evening and PPG AGM***  
***Monday 13 Nov 2023 at 7:00 pm***

We are always looking for volunteers to join the Falkland Surgery Patient Participation Group (PPG) which acts as the voice of the patients by feeding people's views to the doctors and managers and passing on information. If you'd like to receive emails from the PPG, or join the committee, please email:

[falklandppg@gmail.com](mailto:falklandppg@gmail.com)

Contact us at: [falklandppg@gmail.com](mailto:falklandppg@gmail.com)  
or via our website at: [www.falklandppg.org.uk](http://www.falklandppg.org.uk)