



# Grafton Medical Partners Trevelyan House

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## PCNs

As from 01/07/2019, all GP practices have been encouraged to join a Primary Care Network (PCN) which is a key part of the NHS's Long-Term Plan designed to bring general practices together to work at scale.

The aim is 'to improve the ability of practices to recruit and retain staff; manage financial and estates pressures; to provide a wider range of services to

patients and to more easily integrate with the wider health and care system'.

The networks are designed to cover populations of 30,000-50,000 patients and are geographically-based.

At Grafton we have effectively been running this model for 20 years. Overall, we look after 65,000 patients at five sites. It would have made sense to possibly be one large PCN but, as our Lambton Road (SW20),

Grafton Square (SW4) surgeries have slightly different practice populations and different local authority connections, we have decided that our three Tooting sites (Trevelyan House, Upper Tooting and Macmillan Way) will form one network – the 'Grafton PCN'.

In reality, this will not involve any immediate change for patients.

However, going forward, we will attract extra funding for an attached Social Prescriber and additional Pharmacist to help us continue to build our excellent in-house pharmacy team. For many practices, the concept of an in-house pharmacist is completely new, but our team of four at Grafton has gone from strength to strength over the last four years, boosted by the recent appointment of Karan Dulay at Trevelyan House.

As part of the PCN, funding towards first contact physiotherapy is promised from 2020.

At Trevelyan House, we took part in a successful pilot of this service earlier this year and are,

in fact, trying to set this up earlier (i.e. this Autumn) so we will have a team fully embedded in advance of the official launch.

Community nursing teams and mental health services will be expected to configure their services around Primary Care Network boundaries.

This is something we have been asking for in our Tooting surgeries for some time and we are hopeful this will evolve shortly and improve community care and communication between primary and community care significantly.

Each PCN has a Clinical Director. Dr Penelope Smith, our Senior Partner, will be the

Clinical Director for the Grafton PCN and will represent us at Federation and locality planning meetings and lead strategy within our network.

## Wellbeing Service

On another innovative note...

As a large practice, we have funded in-house counsellors for many years, often using their significant experience for more complex cases who do not easily fit into IAPT (local direct access counselling) services. Reviewing this service, however, we felt it was used by a relatively small group of our patients and so have decided to pilot a 'Wellbeing Service'.

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This will allow you to book to see one of our experienced counsellors at Trevelyan House directly. We would ask you to complete a simple patient questionnaire (available on our website by searching 'Wellbeing Service questionnaire') which is **completely confidential** ahead of this appointment.

The Wellbeing Service is for patients who are suffering from a variety of difficult feelings like anxiety, panic or depression.

It is there for you to discuss your concerns with experienced counsellors, with whom you can decide what the best course of action may be. This may involve a change of lifestyle like doing something differently in your life. You may look at some techniques, websites or reading which may be of help or think about counselling services or a group. The other option may be medication depending on how debilitating your feelings may be.

## Reading List

Our website ('Wellbeing Centre' > 'Depression, Anxiety and Stress' > 'Helpful Resources') contains a list of resources available locally. One of our Registrar GPs, Dr Alex Lai, has recently compiled a list of suggested books for such conditions which we recommend.

## Primary Care Plus

We are fortunate in hosting the 'Primary Care Plus' service at Trevelyan House weekly. This service is intended for those with more serious mental health issues who are no longer under the care of Springfield Hospital but still need some support in the community. It serves as an excellent bridge between primary and secondary care. If you feel you might benefit from access to this service, please ask at reception or speak to your nurse or GP.

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# New Parents' Education Sessions

Our Advanced Nurse Practitioner, Alexandra Redpath, has extensive paediatric experience. She has started education sessions for new parents which aim to build up confidence in self-management of common conditions whilst making it clear when to seek urgent medical advice. The first sessions have been well-received and a whole new programme will start again in September. To book, please speak to reception. Dates of upcoming sessions will be posted on our website.

## Flu

Flu vaccines are delayed again this year and the manufacturers are advising an October delivery. This is due to problems identifying the correct strain and is out of our control.

As soon as we have a definite date for delivery, we will be contacting patients and booking clinics.

## Meningitis ACWY

All those planning to go to university (but anyone yet to be vaccinated up to age 25) should have this vaccine. We will be contacting those we identify as still needing this vaccine in the next two months. Please DO NOT ignore this advice as this strain of meningitis kills but is wholly preventable.

## Phones

The patient list at Trevelyan House continues to grow with pressure on phone lines, especially at busy times (e.g. 08:00). We are offering more and more online bookable slots. Please consider checking online availability first and, if calling at a busy time, consider using option 2 on our phone menu.

Please ensure that your telephone number is up-to-date so that you can use this system. You can use the automated system to cancel an appointment too. Please be considerate and think that someone else could be offered your slot if you are unable to make it. Sadly, far too many appointments are wasted when patients forget to cancel. **In the last three months, more than 1000 appointments have been wasted owing to non-attendance.**

## Hellos & Goodbyes

We were so sorry to say goodbye to Dr Bridget Luo last month. Bridget has returned to Taiwan, but we are hopeful that this is not a 'forever' move and she will keep in touch and possibly even return for some locum sessions over the next few years.

We welcome Karan Dulay to our pharmacy team and are delighted that Dr Vid Premaratne, who previously worked with us as a GP Registrar, will be rejoining us as a salaried GP this month.

Wishing everyone a happy healthy end of summer holidays

**Dr Penelope Smith (Senior Partner)**

Lambton Road Medical Practice