



Marston Forest Healthcare



Patient Newsletter November – December 2022



Marston Forest Healthcare 01234 766551
www.marstonforesthealthcare.co.uk

We try to fill our newsletter with information that we hope patients will find useful and if there is something you would like to know more about then please do let us know. We would also like to encourage patients to give us feedback on our service good and bad, if there is something that you feel we have done right or someone who has gone that extra mile then please do share with us. You can share your feedback via the Friends and Family test available on our website or forms available from our waiting area.

Our New online Consultation Platform Is Now Live!

Marston Forest Healthcare launched the long awaited digital online consultation platform, Doctrin, on 3 November 2022! Doctrin offers a range of benefits for our patients and allows them to consult our clinical team, access healthcare advice and see information on a personalised data dashboard. It offers a 'streamlined service' and patients will be directed to the most appropriate healthcare professional for their need.

Rather than waiting on the telephone to speak to us, you may wish to use Doctrin, our new online consultation platform, which can be accessed 24/7 via the link on our website.

Your enquiry will be triaged to our team and you will receive a response within 2 working days for clinical contacts and 3 working days for administration contacts.

As a team, we are constantly looking at ways to update and improve the services we offer to our patients and Doctrin is a great example of this. It has been designed to be user friendly, informative and a quick and easy way to get in touch. Doctrin is hugely exciting for us as a practice as it gives our patients another way of getting in touch with us. We are encouraging all patients who are able to, to sign up for their NHS log in as it is a convenient and responsive platform, however we would like to reassure those who are not confident or used to technology that we can still be contacted by telephone on 01234 766551.

Please register for your NHS log-in in order to use Doctrin. More details about the platform and how to use it are available on our practice website www.marstonforesthealthcare.co.uk or scan the QR code.



Practice Appointment System – Due to the successful launch of Doctrin, online consultation platform, we have significantly improved patient access, and we have increased appointment capacity at the Practice. We offer patients the flexibility to book face-to-face and telephone appointments up to two weeks in advance, for a GP and an Advanced Nurse Practitioner. Furthermore, we have appointment availability for the Clinical Pharmacists (Medication and Long-Term Condition reviews) Practice Nurse, Midwife, Physiotherapist, Healthcare Assistant and Mental Health Link Worker. Please visit our website at www.marstonforesthealthcare.co.uk for details of the skills each clinician can offer.

Staff update –We are pleased to welcome three additional GPs, two Clinical Pharmacists, 2 Practice Nurses and 3 Healthcare Assistants to our clinical team in recent months. Dr Ifechi Ezumba, joining mid-November are Dr Nadya Khersonkaya and Dr Ore Ogunrinde. Clinical Pharmacists, Amir Ismail and Sadaf Ismail. Practice Nurses, Sheena Cheramkulathu and Sarah Taylor. Healthcare Assistants, Michelle Talboys, Anna Zajickova and Qian Chen. We also welcome Chloe Raymond, Fiona Blair, Rachel Smith, Katie Watt and Denise Cherry to our Clinical Administration team.



We are currently offering flu vaccination appointments for all our patients within the **'at risk'** group, and those patients from 50-64 years not at risk. To ease the booking of flu vaccinations for patients and staff, we are offering patients **who are eligible for a flu vaccine** (please see criteria below), to book their appointment online where possible.

We kindly ask all patients to book their appointments in the appropriate clinics available, and not to book into clinics that are not within their age group. The purpose of this is due to the specific flu vaccine being given. You will need access to online services to book your appointment. To sign up online services, please visit our website at www.marstonforesthealthcare.co.uk

Flu can affect anyone but if you have a long-term health condition the effects of flu can make it worse even if the condition is well managed and you normally feel well. You should have the free flu vaccine if you are:

- pregnant
- or have a long term condition such as:
- a heart problem
- a chest complaint or breathing difficulties, including bronchitis, emphysema or severe asthma
- a kidney disease
- lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- liver disease had a stroke or a transient ischaemic attack • diabetes • a neurological condition, eg multiple sclerosis (MS), cerebral palsy
- a learning disability
- a problem with your spleen, eg sickle cell disease, or you have had your spleen removed
- are seriously overweight (BMI of 40 and above)

Annual Reviews

Annual reviews for patients on repeat medication are important to ensure that you remain well.

Sometimes we can review your medication over the phone however, it will be necessary for most patients to have a face-to-face appointment with a clinician, particularly those with a Long-Term Condition. Often a clinician will need to do blood pressure checks, blood tests and other checks to ensure we are helping you manage your condition.

We will invite you for an annual review via letter, text, email or phone call.

These appointments take up a large number of appointments and clinical time so please ensure you respond to your invite at your earliest convenience. If you fail to respond we will send you a second reminder and a final reminder.

If you fail to book and attend your annual review it may not be safe for us to continue prescribing your medication. The best way to manage your condition is to ensure you have the tests and checks required and attend your review appointments.

Patient Participation Group (PPG)

Patient satisfaction is extremely important to us. By involving patients we hear about issues that matter to you, the patients. The Patient Participation Group (PPG) represents your views. please contact Bill Garner, PPG Chair via email at candmppg@gmail.com

Are you a Carer?

Please contact the surgery to register your details. Your GP can help support you in providing information and advice on services provided by the NHS.

You will also be eligible for an annual Health Check for as long as you are a Carer. This will include a blood pressure check, weight and urine test and a general discussion about your health.

More details can be found at www.carersinbeds.org.uk

Do we have your up-to-date contact details?

We use a variety of communication methods to interact with our patients, such as appointments reminders, eligibility for NHS Health Checks etc.

Please update your contact details today at Reception or via our Practice website:

www.marstonforesthealthcare.co.uk



Merry
Christmas!