

# PRACTICE NEWSLETTER – SPRING 2024

## IVEL MEDICAL CENTRE (IMC)

### THE IMC CLINICAL TEAM

Dr Kirti Singh

Dr Ravindran Natarajan

Dr Ayodeji Ajayi

Dr Sahar Kareem

Dr Salma Hafeez

Dr Ade akolawole

Dr Ifechukwudelu  
Ezumba

Dr Lankesh Kodagoda

Dr Marwan A Edeeb

**Pharmacist** - Harry  
Ho

**Paramedic** - Abbigail  
Havis

### Nurse

Maria Valerio

Tracey Whitby

Laura McClements

### HCA

Tamsin McDonald

Sandra Harper

## DISCOVER WHAT'S NEXT WITH DR. KIRTI SINGH



recruitment of a new Medical Secretary, starting in May.

It has not all been plain sailing in terms of recruitment and retention. Recruiting experienced GP practice nurses has been particularly challenge. This along with the retirement of our experienced and respected community matron has led to a short-term gap in nurse capacity. I am thankful to the Community Nurse Immunisation Service who have collaborated with us to ensure our children are vaccinated whilst we re-double our efforts prioritising the recruitment of more practice nurses. We also said goodbye to two practice paramedics in December and January, both moving on to pastures new.

It's hard to believe we have now been running the Ivel Medical Centre Service for over 10 months. It has been a challenging but also rewarding time. A lot has been achieved and yet there is still much more we need to do to ensure continued progress and improvement for you, the practice registered population.

After many months of recruitment and workforce development I am pleased to say we are now in a particularly advantageous position in terms of GP/ clinical capacity. We have 8 regular GPs supporting the team having recently recruited 2 salaried GPs. We have also recruited a nurse, a paramedic and a receptionist since my last update.

In addition, we have just confirmed

We are now offering more appointments than ever, with a larger percentage of these appointments offered by a GP. We are also offering more online directly bookable appointments. Although demand for appointments is still high, we are noticing significant improvement in the time patients are having to wait on the phone to get through to reception, and we can see most same day/ urgent appointment requests are now being met. We aim to continually improve on this position.

Our next focus is to proactively identify and support patients with ongoing long-term conditions. In the last few weeks, we have effectively begun dementia, learning disability, and heart failure clinics. We are embarking on several collaborative improvement initiatives working with expert stakeholders to ensure IMC registered population receive the highest quality proactive care and support.

## How can I see my GP?

There is more demand for GP appointments than ever before.

Our GP surgeries are working hard, increasing the number of appointments to 29,000 per day across Bedford Borough, Central Bedfordshire, Luton and Milton Keynes. More face-to-face appointments are now available, unless patients choose virtual appointments.

## How can you help your GP surgery?

- Self-care or use pharmacy services as a first step when you feel unwell
- Register to use your GP surgery's electronic consultation platform or the [NHS App](#) for repeat prescriptions and test results
- Be patient, polite and kind – our staff are working as hard as they can

## More information and guidance on accessing your GP surgery

### Types of GP appointments

Healthcare advice you can receive from [your pharmacy](#) [Where to go if you feel unwell](#)

Find out [about the team](#) that work at GP surgeries

GP surgeries can book foreign language and BSL interpreters for face-to-face, telephone or video appointments. If you need an interpreter, contact your GP surgery to request one.

# THE PRACTICE APPOINTMENT STRUCTURE

A new practice appointment structure has been introduced. The national guidance is for 72 patient appointments per 1000 registered patients each week. For IMC this equates to 186 appointments per day.

Following on from our last newsletter that provided an overview of our proposed practice appointment structure, please find below a summary of the number of appointments offered and delivered over the recent months:

	Jan-24	Feb-24	Mar-24
<b>Total Appts offered (Month)</b>	<b>4649</b>	<b>4227</b>	<b>4286</b>
<b>Average Appts offered (all clinicians)</b>	<b>Av appts per day</b>	<b>Av appts per day</b>	<b>Av appts per day</b>
	202	201	204
<b>% offered appts by clinician role</b>			
<b>Clinicians role</b>	<b>%</b>	<b>%</b>	<b>%</b>
GP	46.2%	45.4%	53.4%
Physician associate	10.1%	13.9%	12.4%
Emergency care practitioner, ANP	5.4%	0.0%	0.0%
Pharmacist	8.7%	9.6%	9.9%
Practice nurse	9.2%	10.9%	8.4%
Practice matron	3.8%	4.3%	0.0%
Health Care Assistant	14.5%	13.6%	13.8%
Other	2.0%	2.3%	2.1%
	100.0%	100.0%	100.0%
DNA's	114	107	89
Cancellation by practice	72	28	19
Cancellation by patient	43	148	141
Cancellation by other service	0	3	3
<b>Total appt utilisation</b>	<b>93%</b>	<b>93%</b>	<b>94%</b>

As highlighted in the table above, the practice is now offering more appointments, provided by a range of clinicians in our clinics. The average number of appointments offered per day has increased to over 200, and we expect to see a further increase in April. Through the winter months we made a conscious change to increase the percentage of all our appointments offered by a GP (53% of the total appointments in March 2024, up from 34% in November 2023), to help meet the demand that comes with winter pressures.

Patients can now book appointments directly online.

## Pharmacy First

Community Pharmacists can, if appropriate, supply medication for the following 7 conditions- UTI's, Impetigo, Acute Sore Throat, Shingles, Infected Insect Bite, Acute Sinusitis and Acute Otitis Media in children aged 1-17 years.

The practice team will be attending training events and meetings with local commissioners and community pharmacists over the next few months to enable the team to directly refer eligible patients to their pharmacy of choice.

[Pharmacy First Toolkit - Bedfordshire, Luton and Milton Keynes Integrated Care System \(blmkhealthandcarepartnership.org\)](#)



From soothing an earache to treating a UTI, your local pharmacist can now provide medicines for seven conditions, if necessary, without the need for a GP appointment or prescription.

Subject to age eligibility. For more information, visit [nhs.uk/thinkpharmacyfirst](https://nhs.uk/thinkpharmacyfirst)

See your  
pharmacist

Help us  
help you

## ASTHMA MEDICINES OPTIMISATION REVIEW SERVICE

The practice has signed up to a therapy review service that supports general practice to implement a systematic approach to the management of patients with asthma and ensure patients are being optimally managed in line with best practice clinical guidelines. The service is a non-promotional medical service which is funded by the pharmaceutical industry and delivered by a team of pharmacists employed by Interface Clinical Services (Interface).

This service aims to support practices in identifying opportunities to improve care for adult patients with asthma and provides a platform through which these improvements can be achieved. This service will deliver the following key objectives:

- Identifying cohorts of patients who may benefit from review and optimisation of current asthma management.
- Provision of clinical pharmacist-led consultations to:
  - o Ensure patients are treated appropriately for their level of symptoms and attacks.
  - o Optimisation of pharmacological and non-pharmacological management
  - o Ensure patients are treated in line with best practice guidelines and practice defined treatment pathways.

Established in 2004, Interface delivers clinical programmes in GP practices and hospitals throughout the UK. Interface is an NHS Business Partner and completes the Data Security and Protection Toolkit annually. The service will be delivered under the authority of a lead GP and management interventions will only take place following individual patient authorisation. We expect the service to start in May 2024 and eligible patients will be contacted directly and invited for a face to face or a telephone consultation.

## STAFF NEWS AND UPDATES

The Ivel Medical Centre bids a fond farewell to Susan Hunter, our esteemed practice manager for the past five years. We are writing to express our sincere gratitude for Susan's dedication and service during her tenure.

**We are continuing to recruit to crucial roles and will keep you posted via the website and future editions of our newsletter.**

## EMBRACE PROGRAMME TO SUPPORT PATIENTS WITH TYPE 2 DIABETES

The EMBRACE programme is an exciting new initiative to improve the care of people with type 2 diabetes in BLMK.

As a practice we have agreed to work with NHS Commissioners (BLMK ICB) and NHS approved stakeholders to identify practice patients with type 2 diabetes and modifiable risk factors for cardiovascular disease, so they can be highlighted for clinical review. These reviews will be conducted by a team of clinical experts.

The service has been commissioned by BLMK ICB and is a collaboration between the ICB, Eclipse (a population health management company), with financial support from AstraZeneca Pharmaceutical Ltd.

Following identification of eligible patients, those without recent key measures such as HbA1c, BP and weight (in last 6 months) will be contacted so the relevant tests and observations can be completed.

Patients will then be contacted to offer them a remote review. According to their individual needs and preferences, they will be offered management in line with NICE guidance and the BLMK formulary.

All qualifying patients will also be signposted to diabetes management, programmes, where appropriate, as part of their comprehensive virtual review.

We hope to start this programme of work in May. Eligible patients will be contacted directly and asked if they would like to participate in the programme.

## QUALITY AND OUTCOME FRAMEWORK- CLINICAL DOMAINS

The Quality and Outcomes Framework (QOF) is an essential incentive program for GP practices in England, forming part of the General Medical Services (GMS) GP contract.

The clinical domain focuses on clinical care and management. It includes indicators related to specific diseases or interventions where the responsibility for ongoing management primarily lies with the GP Practice and the primary care team. These indicators are backed by robust evidence of health benefits resulting from improved primary care.

For the next three months practice clinicians have been identified to focus on providing proactive care for the following three clinical areas:

- Heart failure
- Dementia
- Learning disabilities

All eligible patients in these three categories that require follow up as set out in the national QOF clinical domain will be reviewed. Those requiring a consultation will be contacted to arrange an appointment with the appropriate practice clinician.

This is part of an ongoing approach with new clinical areas to be included throughout the year based on prioritisation and clinical need.

## **IMPORTANT!!**

UNFORTUNATELY, DUE TO SIGNIFICANT DEMAND, WE HAVE NOW PRIORITISED BLOOD TEST APPOINTMENTS AVAILABLE AT THE SURGERY.

WE CAN STILL BOOK BLOOD TESTS FOR THOSE;

- AGED 75 YEARS +
- MULTIPLE LONG-TERM CONDITIONS (DIABETES, HYPERTENSION)
- COMPLEX CONDITIONS (AS STATED BY GP)
- CANCER PATIENTS

WE ARE ALSO STILL ABLE TO BOOK BLOOD TESTS FOR;

- HYPERTENSION REVIEWS
- DIABETIC REVIEW PART 1
- HEALTHY HEART (CHD)
- NHS HEALTHCHECK
- BLOOD PRESSURE AND BLOOD TEST MED REVIEWS