

# PRACTICE NEWSLETTER – SUMMER 2023

IVEL MEDICAL CENTRE (IMC)

## INTRODUCTION TO DR KIRTI SINGH



I'm delighted to have taken on responsibility for Ivel Medical Centre as of 1 June 2023, after what I know has been a worrying time for residents as we moved from one provider to another. Now that the new contract is up and running, I am looking forward to meeting our patients.

I want to pay tribute to the GPs who previously worked at Ivel Medical Centre and have taken care of you for so many years, particularly through the last few years, which I know have not been easy for anyone.

I am the lead GP for the practice. I came to the UK in 2004, having trained in India as a doctor with a surgical speciality.

I started my career in the UK, working mainly in the Accident and Emergency Department, and as a children's doctor in hospital before re-training as a GP 10 years ago.

In 2018 I took on the contract for Malzeard Road Medical Centre in Luton. It began as a very small surgery and has now grown into a vibrant practice with 8,500 patients.

My team and I have worked hard to raise the quality of care provided at the practice, and I am pleased that it's now ranked as a highly performing practice in Bedfordshire, Luton and Milton Keynes Integrated Care Board's list of surgeries.

I am looking forward to taking on the same challenge with Ivel Medical Centre....

Please go to our [practice website to read Dr Singh's full blog](#)

## THE IMC TEAM

We are pleased to confirm that all the management, admin and secretarial staff who you have been used to seeing over the years will continue in their roles, along with several of the clinical team. Some additional management capacity has been introduced to support the surgery.

### OUR CLINICAL TEAM:

Dr Kirti Singh  
Dr Niranjala Button  
Dr Ravindran Natarajan  
Dr Ayodeji Ajayi  
Vicky Brettle – Matron  
Tracey Whitby – Nurse  
Laura McClements – Nurse  
Joanne Chapman – Paramedic  
Tamsin Parker – Paramedic  
Tamsin McDonald – HCA  
Sandra Harper – HCA

### LATEST RECRUITS

Harry Ho – Pharmacist (started in June)  
Bryony Nicholls – Nurse (started in July)

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

## 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.

Approximately 60% of these appointments are now available 'on the day' and 40% pre-bookable.

Historically, a significant number of telephone calls were triaged before an appointment could be booked; this will no longer happen which will help to speed things up. We will offer at least 70% of appointments face to face but patients can always request a telephone consultation if preferred. Patients will also be able to book follow-up appointments at reception if their practice clinician has requested this during a consultation, and can book online via the practice website.

Appointments will be provided by GPs, emergency care practitioners (ECPs), advanced nurse practitioners (ANPs), physician associates, pharmacists, nurses and health care assistants (HCAs). For the first month we were finding our feet and things are settling down as we build a stable clinical workforce. Our model is to have 2-3 GPs and 3 non-GP clinicians per day working in the practice as a minimum. Our vision is to have a good number of online directly bookable appts available from August. We have started making some slots available already.

Please note, appointments are still finite and limited to the number of slots available each day. If no appointments are available on the day, you will be given the option to have a weekend or evening appointment with the enhanced access team in Sandy or asked to contact 111. Patients will be

## SUPPORTING THE TEAM – TRAINING AND EDUCATION

It is important we invest in our team to ensure they feel supported and equipped with the right tools to cope with the pressures and stresses of a modern medical practice.

We have already secured the following training and support for members of the IMC practice team:

- Wellbeing and resilience
- Training on new telephone system – Surgery Connect
- Foundation care navigation training – ensuring team members are confident to communicate effectively with patients and members of the multi-disciplinary team to signpost to the most relevant clinician or local services depending on patient need
- In-house ongoing training provided to support the administration and reception team (clinical coding, subject access request and redaction training)

We also plan to secure customer service training for receptionists and further correspondence management and workflow optimisation for our admin team.

## NEW TELEPHONE SYSTEM – SURGERY CONNECT

We know how frustrating it can be as a patient not being able to get through on the telephone. We are pleased to confirm that the go-live for the new phone system is 20 July 2023. *Surgery Connect* is already

deployed in several GP surgeries in the local area. This cloud-based solution will bring many benefits to patients (eg, a call back function), clinicians and the management team including an ability for the

surgery to audit and identify the busiest periods to enable the remodeling of staffing capacity to ensure we have appropriate receptionist cover in place for peak periods.

Keep an eye on our website for details of what the new phone system can do!

# Social Prescribing

Bedfordshire Rural Communities Charity (Beds RCC)



Our friendly team can provide free personalised support to help you make positive changes to take control of your health and wellbeing.

Our team of Community Wellbeing Champions can help you:

- Connect with your local community
- Enable you to be more physically active and improve your wellbeing, helping you stay well
- Empower you to make decisions to support your health and wellbeing

## Helping you make changes

CWC's can listen to your story and give you support to join local services such as exercise classes and social groups.

They can also work one-to-one to help you set health-related goals and support you to make sustainable changes.

## How to get help

If you live in Central Bedfordshire you can self-refer by contacting us through our website at:

<https://yourwellbeingbedfordshire.org.uk/help/one-to-one-support-request>