

# Linden Medical Group Newsletter

December 2017



**Welcome to the latest edition of the  
Linden Medical Group Newsletter.**

**In this edition we will be looking at:**

- **Closer working**  
An update on closer working with Eskdail & Weavers
- **10 ways to get the best from your GP**  
An article from Which? with tips on getting the best from your GP
- **Care Navigation**  
Information on the implementation of Care Navigation



## Update on Joint Working

The Practices have previously announced that they will be working together to improve services for our patients and indeed a great deal of progress has been made in recent months. However circumstances beyond our control have caused delays in commencing the delivery of revised services, the first of which was the provision of an Urgent ‘On the Day’ Care hub based at Prospect House. We will continue to work with others in the local health community including the local commissioners to find solutions to these issues. However we are unwilling to launch any new service until we are happy that we have a safe, efficient and above all sustainable new model that will deliver real benefits to all of our patients.

Alongside the ‘On the Day’ hub we have also been busy working on other areas where we can improve the service we offer, we hope soon to be able to announce other joint services. In the meantime you will start to see a change in the branding of communications and information you receive from the practices as we look to improve and standardise how you access care. We will shortly be publishing information relating to Care Navigation, which will provide useful information on how to access the appropriate service for your health needs.

As previously stated the mantra adopted by all three practices that will guide changes to the existing and the introduction of new services is that they should be:

### **Caring, Consistent & Appropriate.**

They should offer real benefits to patients whilst improving efficiency and making better use of our clinical resources.

General Practice is facing a perfect storm of problems at this time with a shortage of GPs, increasing demand from growing numbers of patients and reducing budgets. It is only by service redesign and co-operation that we can continue to offer you the services we do and to consistently improve them. Your patience and understanding during this period is appreciated.

#### The Partners

<b>Dr Kay Bryant</b>	<b>Dr Naz Mistry</b>	<b>Dr Paul Barclay</b>
Senior Partner	Senior Partner	Senior Partner
Eskdaill Medical	Weavers Medical	Linden Medical Group

# 10 ways to get the best from your GP

Which? Interviewed 15 GPs to get their tips on how you can make your time in the consultation chair count.

- 1. Appreciate your receptionist**  
The old-fashioned view of receptionists acting as guard dogs to keep you away from your GP is outdated. Think of them as your ally in finding the most skilled clinician or service that can help you.
- 2. See the right person for your treatment**  
Receptionists know the GP's specialisms and so can help you to avoid wasting GP appointments.
- 3. Think like a GP**  
When your GP asks 'how are you today?' they're not making small talk. What they really want to know is the main problem that will be the focus of the consultation.
- 4. Prioritise your symptoms**  
Prioritise your symptoms before you arrive: share the most important thing right at the beginning so the GP can focus your consultation accordingly.
- 5. Get to the point**  
The GP doesn't expect you to come with a diagnosis, but they do need to know your symptoms (think: 'I've got a cough and a fever'. Rather than 'I think I might have a chest infection').

- 6. Give a recap**  
If you're at the surgery for a follow-up on test results, give a 10 second précis of why you're there.
- 7. What happened, when?**  
It will help if you can establish what order things happened in, and over what period of time. This can help GP's rule out some things and point to others.
- 8. Its OK to suggest treatment ideas**  
If you have read about a new drug that you'd like to try, write down the specifics of what you've read to share with your GP.
- 9. Check your understanding**  
This is the time to check that you understand this and ask any questions (e.g. 'what should I do if...?'), or check the possible side effects.
- 10. Raise small concerns early**  
You're within your rights to see another GP if you're not convinced by what you're being told. You can change your GP or surgery if you're not happy.  
You can also complain, but do think about sharing your concerns first with the GP or practice manager before escalating things to a an outside body.

**The Average GP consultation lasts just  
10 minutes – Make your time count!**

You can view the full article at: [www.which.co.uk/news](http://www.which.co.uk/news)

## Care Navigation is beginning

Due to increasing demands in General Practice it is essential that we develop our services in a way that will help to support these demands that we face in General Practice.

We believe that this new way of working will provide better care for our patients and will also free up GP time enabling individual practices to offer more routine appointments.

With the Care Navigators support we hope to efficiently navigate you to the most appropriate clinician or service that is available

When you contact the Practice for urgent on the day care you will be greeted by a Care Navigator, they will ask for some details of symptoms and if this an ongoing or a new issue.

Depending on your needs it may be possible for the Care Navigator to direct you to outside healthcare providers, such as Community Chemist, Age UK or Wellbeing services.



- ✦ Care Navigators do not make clinical decisions
- ✦ Care Navigation offers the patient 'choice not triage'
- ✦ Right care—the first time

As this new service is in its early stages, we ask for your patience and support during this time. We hope that as we move this service forward you will begin to see improvements in accessing healthcare services.

**Please ask at reception for more information.**

## General Information

### Registrars

Linden Medical Group is a GP Registrar training practice and we normally have GP Registrars working with us.

They are fully qualified doctors who are undertaking additional training to become General Practitioners. They may stay at the Practice for up to 18 months. As with the Medical Students, some consultations will form part of their assessment and may be videoed with your permission. If you do not want to take part in this please inform the receptionist when making the appointment.

Currently we have Dr Vijaya Ajjarapu, who will be with us until August 2018 and Dr Harpreet Sooch, who will be with us until the beginning of December 2017. Dr Sobia Adeel will be joining us for her final year in December 2017 until December 2018.

You may be offered an appointment with a Registrar and occasionally this may be a joint surgery with one of our regular GP's. If you have any questions or concerns please ask at reception.

### Protected Learning Time

All members of the Practice take part in the Protected Learning Time initiative. This means that the Practice will be closed on one afternoon per month for staff training purposes. During this time patients are advised to telephone the NHS 111 service for emergency medical advice.

The next PLT dates are: Wednesday 6th December and Wednesday 17th January.



## Contact details

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

[www.facebook.com/lindenmedicalgroup](https://www.facebook.com/lindenmedicalgroup)

## Opening times

Linden Medical Centre

Monday 08:00 - 18:30  
Tuesday 08:00 - 18:30  
Wednesday 08:00 - 18:30  
Thursday 08:00 - 18:30  
Friday 08:00 - 18:30  
Saturday 08:00 - 11:30

Ise Medical Centre

Monday 08:00 - 12:30  
Tuesday 08:00 - 12:30  
Wednesday 08:00 - 12:30  
Thursday 08:00 - 12:30  
Friday 08:00 - 12:30  
Saturday CLOSED

	MON	TUE	WED	THURS	FRI
Dr Paul Barclay	√	√	AM	√	
Dr Simon Spooner	√	√		√	√
Dr Mayur Shah	√	√	√		√
Dr Georgina Bennett	√	AM	√	AM	
Dr Nick Waters	√		√	√	√
Dr Sharon Waspe	√	√	√		
Dr Emily Jackson	√	√		√	√
Dr Grace Howarth			√	√	√