

June 2017 – Surgery Newsletter



As you saw from the figures we published last month we just keep getting busier and busier. Not only do we have to be careful to ensure GP appointments are carefully managed, but we are also now seeing issues with the number of nursing appointments available. As a result we have been looking at the reasons for nurses' appointments to see if we can better manage the demand and use the nurses' appointments more wisely.

We have found that there are a very large number of appointments used for ear irrigation (removing ear wax build up) which is preventing patients with more important medical needs getting the appointments they need in a timely manner. This is a problem in many surgeries and there has been a very successful pilot completed at West Mersea Medical Centre encouraging patients to treat themselves safely using a **bulb syringe** (pictured to the right).



These can be purchased very cheaply online or in local pharmacies. Feedback from patients has been very positive, reporting that the process is both very easy and very effective. Of course we still want patients to book an appointment to see one of our nurses first to check their ears and medical history, to ensure this new method is safe for them. If using the bulb is not medically appropriate we will still provide irrigation at the surgery, or refer to ENT as we currently do. However, if the experience at West Mersea is anything to go by, we will save nearly 80 hours of nurse appointments every year which will improve the availability of our nursing team for all patients which has got to be a good thing.

As a result the GP partners have made the decision to follow this pathway here at Great Bentley Surgery with effect from 1st July 2017 so we want to make as many patients as possible aware of this change.

The patient participation group will be meeting at 6.30pm as usual this month on Thursday 15th June 2017, at the Great Bentley Village Hall.

Richard P Miller – Practice Manager

The **NHS** is in crisis.

“On almost every front, the NHS is being asked to deliver more, with less. Less money, fewer staff, more patients. You don't need to be a genius to work out this isn't sustainable and that something has got to give. Short-term solutions to increasing demand, like using more agency staff or outsourcing work to the private sector, will plug holes in the service, but will ultimately lead to bigger financial problems in the future. The NHS is chronically underfunded, and the fact is that we can only get to grips with the pressure facing our health service if every part of the system — from general practice to social care — is adequately funded, supported and working well. Investment in the NHS needs to keep up with patient demand, staff shortages must be addressed and care must be better integrated. We need urgent investment in health and social care, and a long-term plan to protect patients enduring some of the worst conditions in decades.”

*Jeeves Wijesuriya, chair of the
British Medical Association
Junior Doctors Committee*

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