



# St Stephen's Gate Medical Partnership Patient Participation Group Newsletter Spring 2023



## News from the PPG

I would like to take this opportunity to say thank you to all of you who have made a donation for either books or DVDs from the bookcases situated at both practices.

On a previous newsletter I told you that

money donated had allowed us to purchase 2 paramedic kits for use in the surgeries. Since then we have also managed to pay for 2 diagnostic kits & 3 thermometers.



We are still happy to receive donations of paperbacks to allow us to continue to raise money and help the surgeries further.

## Why not join the PPG?

We would also invite you to join PPG members at Chit Chat. Chit Chat is a get together on the first Thursday of the month at the Old hospital Chapel behind St Stephens gate practice. Do join us for a friendly chat along with a drink.

Noreen Neal (Chair)

## Health Check Zone



The surgery has recently introduced a *Health Check Zone* at the back of the SSG waiting area.

The purpose is for patients to be able to independently check their blood pressure, weight, height and update their smoking and alcohol status without the need of an appointment. This is intended to empower patients.

There are instructions on how to use all the facilities and a form to put in the box for feedback from the surgery.

There is also a lot of useful advice to help maintain a healthy life style.

## Flu Season

The flu season is approaching and St Stephen's Gate Medical Practice will be holding their first flu clinic on Saturday 23rd September.

**Appointments will be bookable from the beginning of July.**

## Here for you: your SSG Pharmacists

There are currently two full time Clinical Pharmacists at the surgery. Sara Kiamehr and I both graduated from the MPharm course at UEA and finished our training locally. As Pharmacists, we pride ourselves on being experts in the safe use of medicines. We work hard to ensure all the medicines prescribed by the surgery are effectively monitored and reviewed to make sure our patients receive optimum care. We may consult with patients directly to help with their medication , e.g. looking at side effects.

### **Prescription Hub**

The Prescription Hub team is an integral part of the medical practice. It includes three specially trained administration staff and a Pharmacy technician employed by the Primary Care Network (the group of practices that ours work together with). The team works in a dedicated room in SSG surgery and deals with all medication requests from our patients. We are very proud of the work the Hub does and they were deservedly nominated for a national award last year.

In March 2023 we issued a prescription for just short of 19,000 repeat prescription items. The vast majority of these were requested by our patients using the online system, the repeat slip box at the surgery reception or your pharmacy.



*“Our role is important to improving the quality of patient care and reducing pressure on GPs.”*

**We ask that our patients order their medication 10 days before they are due to run out.** We process 95% of requests within 3 days. The remaining 7 days of this period allows time for your pharmacy to dispense your medication and for any issues to be resolved before you run out of medication.

We also ask that anybody who is able to use the online ordering system does so. This system is the most efficient way of ordering and allows the team more time to help patients who are unable to use the online system.

Alex Goodall (Senior Clinical Pharmacist)

The SSG website has more information. There is also a form there to ask a general question about your medication. <https://ststephensgate.com>