



## Spring Orchard Surgery Newsletter July 2018

### Reading Group suggestion

We have had an excellent idea from one of our patients to set up a Spring Orchard surgery reading group. This is developing the theme of setting up group consultations for various conditions, and we thought this might be a good consultation format for people who are older and becoming more frail.

The format would be to meet on the fourth Wednesday of the month from 12 til 1:30 pm, we will rotate the book choice so each participant gets to choose a book, but it should have a health theme. As time goes by, we may discover books which are really popular or helpful, and we can create a library of recommended books for all our patients to share.

If you are interested in this idea, please let reception know and we will send you an invitation to the first meeting which will be on the 24<sup>th</sup> of July. If you have any questions, please just ask at reception. The first book will be "Fragile Lives" by Steven Westaby.

### Results

This item relates to some recent feedback about results. There are multiple ways in which results are processed at the surgery, and we need to simplify this and improve the consistency of communicating results back to you all.

Firstly – if a test has been requested from somewhere else - such as the hospital – please can you contact them first. This is in line with clear professional guidance that 'the person who requests the test must follow up the result' and improves patient safety by having a clear line of accountability back to the requesting clinician.

For tests requested by the GP surgery (blood tests and X-rays), the most efficient way to receive results information is if you can confirm with reception that you are happy to receive text messages from the surgery. Then when a result comes back we text you a short message so you know what to do next.



The following table may help explain how the results are processed. If there is any doubt about how the result should be managed, then the processing will default to the safest method (go up the table)

<b>Serious / Complex</b>	<b>Urgent</b>
e.g. abnormal potassium, or urgent hospital referral needed to rule out cancer	
Clinician will call you and discuss it directly	

<b>Serious / Complex</b>	<b>Not Urgent</b>
e.g. diabetic control has deteriorated, or a shared decision needed about a referral	
Receptionist will call you to come in to see clinician, or arrange a phone consultation to discuss further.	
If no answer, then answer machine message will be left, and letter will be sent to home address.	

<b>Not Serious / Simple</b>	<b>Urgent</b>
e.g. urine sample has shown an infection	
Receptionist will call you and inform you that prescription is ready to collect	

<b>Not Serious</b>	<b>Not Urgent</b>
e.g. annual blood monitoring results	
We will inform you of the result when you next see a clinician.	
Or, the result is available if you call and ask receptionist (we can print off the result if you wish).	