

# WALNUT TREE HEALTH CENTRE



PATIENTS PARTICIPATION GROUP (PPG) SUMMER 2022

## A NEW SYSTEM TO ASSIST YOU

Patient feedback in the whole points to two main areas that patients feel could be improved with their doctors' surgeries -

1. Obtaining appointments whilst avoiding queuing outside or waiting in a 8am telephone queue.
2. Receiving medication on time at a chosen pharmacy

The staff of the Walnut Tree Health Centre and the PPG have worked together to try and improve both areas.

Firstly, with the introduction of **Engage Consult**. **ENGAGE CONSULT** allows patients to communicate securely and safely online with the practice about non-emergency medical conditions and/or to make administration requests. This service can be used to request same day or future appointments, to request sicknotes or to raise referral or medication queries. You can access the service via our website, Monday – Friday 07:00 – 09:00 for medical queries and 08:00 – 17:30 for administration queries.

### How to use Engage Consult

1. Visit the practice website [walnuttreehealthcentre.co.uk](http://walnuttreehealthcentre.co.uk) and select the banner for Engage Consult. This service is available Monday – Friday 07:00 – 09:00 for medical queries and 08:00 – 17:30 for administrative queries.
2. Select the most appropriate tab – 'Start an online medical consultation' if you need an appointment, 'submit an admin query' if you would like assistance with a sicknote, prescription etc.
3. Continue to either your NHS login (if you have this) or continue with Engage Consult (you will be required to set up a login on your first use however this is quick and will not need to be repeated).
4. If you choose to consult about a medical problem. Answer a simple series of questions about your symptoms
5. Update any relevant photos or documents if needed
6. Add any additional comment and press the button to submit. You will receive an email to confirm you have submitted.
7. A response is usually within 24 hours.

**Engage Consult should not be used for medical emergencies such as severe chest pain, loss of consciousness or profuse bleeding. In an emergency call 999 or go to A&E**

### PRESCRIPTION CHARTER

The second area of concern for patients is being able to obtain their medications timeously. The majority of our patients (78%) use the Peak Pharmacy at Walnut Tree. Following extensive discussions between the Pharmacy, the practice and the PPG the resulting Charter was developed. The full document can be obtained from the practice but we have prepared a compressed version for the Newsletter.

All parties recognize that issuing prescriptions contributes to the timely recovery from and the long-term management of health conditions.

**Acute prescriptions** and emergency requests for prescriptions are issued by a medical practitioner following a consultation and can be collected from the pharmacy within 30 minutes, subject to the availability. The Medical Practitioner may issue to the patient a BARCODE prescription to assist in achieving this time frame at the Pharmacy.

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### WANT TO MAKE AN APPOINTMENT?

There are three ways to make an appointment at Walnut Tree Health Centre:

#### 1. Engage Consult

Please Visit -

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

Please then select Engage Consult and follow the instructions between 07:00 – 09:00 for an appointment request

2. By telephone on 01908 691123

3. In person at the surgery

The practice also has a facility for patients to be seen at a network of practices across Milton Keynes. Ask the practice receptionist to assist you in making an appointment.

Details and a wealth of information can be found on the website practice

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## The practice needs your help

10% of patients do not attend their appointments. PLEASE think of others and either cancel online or phone the surgery so the valuable appointment time can be allocated to another patient. If we could reduce these numbers, in conjunction with the new appointment system trial, hopefully we can be more effective in attending to the needs of our patients.

We the Patient Participation Group (PPG) would like to share with you an interesting and potentially lifesaving site that shows you the public access to defibrillators in the local community. Simply enter your post code or area of interest and the locations will be shown <https://www.defibfinder.uk>

If you believe a person has suffered a sudden cardiac arrest (SCA) first ring 999 and ask for the ambulance service. They will advise you on what action to take and help you with the location of the nearest defibrillator and will guide you through the best action.

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We kindly ask all patients with the following symptom to wear a mask when visiting the surgery:

- Coughing
- Sneezing
- Runny nose
- Throat pain
- Raised temperature

Respiratory infections can spread easily between people, and it is important to be aware of symptoms. Face masks are available at the surgery entrance and reception.

#### LET'S PROTECT FRIENDS AND FAMILY FROM CATCHING GERMS

The winter is upon us again and with that comes cold and flu bugs – please consider getting your influenza jab to help fight the infections. Flu is spread by germs from colds and sneezes which can live on hands and surfaces for 24 hours.

To reduce the risk of spreading flu

- Wash your hands often with warm soap and water
- Cover your mouth and nose with a tissue when you cough or sneeze
- Bin used tissues as quickly as possible.
- Try and stay at home and avoid contact with other people if you have a high temperature or feel unwell.

STAY WELL AND STAY SAFE

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## WANT TO MAKE AN APPOINTMENT

There are three ways to make an appointment at Walnut Tree Health Centre:

1. On-line via a booking system at : you will need to register for this facility at reception. This will also allow access to Engage Consult.

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

2. By telephone on 01908 691123

3. In person at the surgery

The practice ALSO has a facility for patients to be seen outside of normal hours. To receive routine GP care at a network of practices across Milton Keynes ask the receptionist to assist you to make an appointment.

Details and a wealth of information can be found on the practice website

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

### **ARE YOU GOING INTO TO HOSPITAL?**

If you are going into hospital for a planned procedure let the surgery know two weeks before and one of our Care Coordinators will give you a call. We'll check that you have enough medication for your stay and discuss sick notes, outpatient prescriptions and follow up appointments. By helping in this way we hope to reduce the natural stress you may experience. You can either telephone the surgery or drop us a line via [www.walnuttreehealthcentre.co.uk](http://www.walnuttreehealthcentre.co.uk) and click on RECEPTION & ENQUIRIES then "Ask a receptionist a question" FAO the Care Coordinators.

### **WARM HUBS IN OUR AREA**

For many in our community times are hard both financially, and emotionally. The Community Engagement Committee has thoughtfully arranged WARM HUB facilities at the Walnut Tree Pavilion on for Mondays from 18:00 until 21:00 and Tuesdays from 10:00-13:00. A warm hub is also available on Tuesdays 9:30 – 11:30 at Kents Hill Church. These will initially run until the 28th February. Visitors will be offered warm drinks, and snacks. Also available will be Wi-Fi, newspapers and more importantly company in a safe environment.

### **IMPORTANT DATES TO REMEMBER:**

**Friday 30<sup>TH</sup> September and Friday 7<sup>th</sup> October 2022 FLU VACCINATION CLINICS.**  
**YOU WILL BE CONTACTED BY THE PRACTICE - SAVE THE DATES.**

**The surgery will be closed from 12:30 – 16:30 for Protected Learning Time – 22.09.22, 20.10.2022 and 23.11**

This newsletter has been compiled by PPG Chair Person, Janet Smith, with thanks from Dr T Withanage and Partners.