

## Autism Ambassadors

The Practice is at the beginning of becoming more autism friendly. We want to offer people who have autism the highest quality of care and support. We will be taking the following steps to implement this:

- Staff awareness: we will be taking part in training to ensure all staff are more "autism aware"
- Environment: we will work with people with autism to develop and autism-friendly environment, responding proactively to suggestions people with autism may have
- Identification / disclosure: we will make reasonable adjustments, creating an environment where people feel comfortable disclosing their condition should they wish to
- Communication: we will ensure that staff are aware of the dif-

# Autism Ambassador

Southampton - Hampshire  
Isle of Wight - Portsmouth

ferent ways people with autism may choose to communicate, and will try to communicate by the most appropriate means for the individual concerned

- Challenging behaviours: we will make staff aware of the likely causes of challenging behaviour and how to communicate effectively with someone in distress.

We also invite the ideas of patients as to how we can improve the care and support that we deliver to you, the people who are important to you and others in similar situations.  
**If you are interested in getting involved, please ask at reception.**

## Patient Participation Group (PPG) and Hedge End Medical Centre Charitable Trust

Our PPG has been running for five years in the Practice.

The group operates independently of the professional staff who work here, but works in co-operation with them to achieve the best possible outcome for health and wellbeing of its patients.

The PPG comprises of a group of volunteer patients who meet on a regular basis to:

- Act as a sounding board for the views of patients and carers on the operation of the practice and the provision of health services in the area
- Advise the Practice on issues raised by the patients concerning their health and welfare

- Improve the awareness of patients and carers on specific health issues by organising health promotion events, possibly in cooperation with other PPGs in the area
- Organise an annual survey of the views of patients and carers
- Organise events to raise funds to improve the services provided by the Practice.

Patients are welcome to attend meetings of the PPG, or become virtual contributors by communicating online with the group.  
**You can access the group by contacting reception, or online**  
[hedgeendmedicalcentre.co.uk/ppg.aspx](http://hedgeendmedicalcentre.co.uk/ppg.aspx).

Any funds raised by the group go to the Hedge End Medical Centre Charitable Trust which finances equipment for the Practice for the benefit of patients that would otherwise not be funded under the NHS.



Currently, funds are being raised for Keeler sets, which are instruments which help the GP or Nurse see into the ear, eye, nose and throat of patients.

To contribute to the Charitable Trust, you can make a cheque payable to "Hedge End Medical Centre Charitable Trust" and send to the surgery, or you can request the bank details to make an electronic transfer.

# Hedge End Medical Centre Newsletter

hedge end  
medical centre

## Clinical IT System Change

Produced May 2017

### We are moving clinical IT system at the end of May.

*What does this mean for patients?*

There are three main impacts:

- The week before 25th May, we will have limited access to medical records, and for a few days will need to handwrite consultations and prescriptions.
- When we have changed, we will all be learning the system, so we will be a little slow! We will put lots of catch up slots in our surgeries so we shouldn't run too far behind, but it may take us longer to record information in the consultations.
- Patients who are registered to order prescriptions, book appointments or view their notes online

will all need to re-register for the new system. We will contact by email all patients registered for this system nearer the time explaining the process.

*Why are we doing this?*

For a number of reasons.

- The other four local practices who we work closely with are on a different clinical system from us, and working together is much more difficult because of this.
- Locum cover for the GPs is easier on the new clinical system, as more locums are familiar with the new one.
- We think that the new clinical system is more intuitive, more flexible, and better supported for new developments than our current one.



- The new clinical system integrates better with other software, saving time for clinicians, and money for the Practice.

At the moment, the change in system is causing the wait for a routine appointment to be longer than we'd like (more than 4 weeks). This is due to the extra training on the new clinical system that we are doing, and the lost appointments during the week before 25th May. Please bear with us! As always, if you have a problem that can't wait, make use of our on day system, or our Econsult system (see page 3 for more details).

## Want to find out more?

To find out more, you can:

- Visit our website [www.hedgeendmedicalcentre.co.uk](http://www.hedgeendmedicalcentre.co.uk)
- Visit our facebook page [fb.me/HEMC24](https://fb.me/HEMC24)
- Ask in Reception
- Visit <https://www.emishealth.com/products/emis-web> for more information on Emis
- Visit <https://patient.emisaccess.co.uk/> for more information on online services

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## Dementia Friendly Practice

In the UK it is estimated that around 850,000 people have dementia. Dementia has a huge impact on people living with the condition, their carers, families and society. We were offered the opportunity to become a "Dementia Friendly Surgery", in partnership with Hampshire County Council, the NHS and the Wessex Academic Health Science Network (AHSN).

We nominated some champions in the practice - Catherine, one of the secretaries and Dr Hannah Yates. AHSN delivered some

training to the staff at the practice. The champions, along with some volunteers from our Patient Group, did a walk around the practice and produced a report. The Practice then implemented their recommendations, such as new dementia-friendly signage, and a "memory corner" where information for patients and their carers can be found.

We were officially named a Dementia Friendly Practice in 2017. What this means is that we improve the patient and carer experience, teamwork, clinical consul-

tations, care planning for the future, quality of life and signposting.



## Hedge End Good Neighbours

Hedge End Good Neighbours are a group of volunteer drivers who will transport those in need from Hedge End to hospital or other medical appointments.

They were established in 2016 and are always keen to recruit new drivers. If you have a few hours to spare to help drive local people to medical appointments (expenses are paid), please contact them on 03330 448 842.



They are also happy to hear from people who live in Hedge End who need support in getting to medical appointments. A donation is requested to go towards expenses, but this is much cheaper

than a taxi, and the volunteer driver will be happy to assist the patient into the appointment.

Contact Hedge End Good Neighbours on 03330 448 842.

*The launch of Hedge End Good Neighbours*



## Econsult

Urgent medical need?

Need administrative help, a fit note or to discuss a blood test result?

Want to know if you can get advice for your problem without having to see a GP?

If you're over 18 and have access to the internet, why not try Econsult?

You can access Econsult by going to our website

[www.hedgeendmedicalcentre.co.uk](http://www.hedgeendmedicalcentre.co.uk) and clicking on the picture on the home page (see right), or access it direct at

[hedgeendmedicalcentre.webgp.com](http://hedgeendmedicalcentre.webgp.com)



## Who has used Econsult?

Each month we have over 1000 patients use the website, and around 700 a month send us a clinical enquiry.

These are all assessed by a clinician by the end of the next working day, and either resolved over the phone or booked into an appointment.

There is also a section of the tool which gives access to help outside of the surgery—for example, it may be suitable to visit a phar-

*Access Econsult at [www.hedgeendmedicalcentre.co.uk](http://www.hedgeendmedicalcentre.co.uk)*

macy, or your condition may require an emergency visit to A&E.

Every month, around 175 patients use the tool to get this type of advice, which means that these patients are not having to come to the GP, saving us and the patient time!

With our increasing list size, we need to do all we can to ensure

patient are getting timely help with their problems, and the Econsult system is helping us to do this.

The analytics that the software suppliers run suggest we are saving over 400 appointments a month, and the GPs themselves agree that the system is working really well to prioritise the patients who need to be seen soonest.

## What do patients think?

Each patient who completes an Econsult is offered the chance to give feedback on how it has worked for them.

More than 80% of the patients who use the system would recommend it to their friends and family.

"Saved my time and the Doctor's time"

"Efficient and simple to understand"

"My issue related to an ongoing allergy that I have and I didn't feel an appointment was really necessary, so the option of an online Econsult was a perfect option for me. I would happily use the service again."

"Was very efficient and I was tri-

aged quickly, got an appointment on the same day and didn't feel like I was wasting anyone's time."

"The service is very good and simple to use. I did not have to take time off work for a day that I may or may not have been able to get to see a GP"

"Prompt and helpful support"