



Extended Hours/ Minor Illness Update

07/11/22

Dear EA and MI teams,

I hope that those working in the EA clinics have found the transition to PCN based clinics smooth. If you have any feedback please let Natalie and myself know. A few updates since my last letter:

Change of slot types

At the last meeting with the PCN managers it was agreed that the Chambers run EA clinics would better reflect what is happening in the rest of General Practice and we would move away from the current set up of fully telephone first.

The default appointment will be F2F but patients can request telephone if they prefer (this will be indicated below the slot or in slot properties (it is not possible for the booking receptionists to change the slot types).

- Please phone any patient who doesn't arrive for F2F in case there has been a miscommunication or the patient is not attending F2F due to + Covid test
- There will continue to be 4 appointments per hour
- Patients will be sent a message requesting they wear a face covering if they have respiratory symptoms (as per NHSE guidance) and also not to attend should they have tested + for Covid -19

Request for practices to organise tests/ referrals

We have been given a few examples (see below) of patients having unreasonable expectations about how quickly a practice can turn around requests made by the EA doctors for investigations.

1. Patient attended KH for an X-Ray 90 minutes after a Chambers appointment was very upset the practice hadn't yet actioned
2. Patient went straight from EA appointment to reception requesting path test form and was upset it couldn't be completed immediately

It may be that these are both cases of patient misunderstanding the advice they have been given. We have been operating the same process for years with few problems arising but please

remember to give a reasonable timeframe (48 hours) and ask the patient to contact their practice to check if the actions you have suggested have taken place after this.

Winter Surge

It looks very likely that Chambers will be asked to provide additional clinics over the festive period, additional sessions will be added to rotamaster when the plan is agreed so please check if you have capacity. More details will follow.

New antibiotics guidance

Time to shred or delete your old guidance, these have been updated. They have added recommendations for acute diverticulitis, acne, now including children and pregnant women. I notice hydrogen peroxide is first line for impetigo.

<https://swlimo.swlondonccg.nhs.uk/clinical-guidance/infections/>

The new guidance will be updated on the EMIS home page

MHRA update

No specific medication updates relevant to our services but please see reminder about yellow card scheme. This is being publicized again for Med safety week.

MedSafetyWeek November 2022: Every Yellow Card report helps to improve patient safety. The seventh annual #MedSafetyWeek social media campaign will take place 7 to 13 November 2022 and this year's focus is the importance of reporting suspected adverse reactions to medicines and vaccines. We are also encouraging the reporting of suspected problems with medical devices or other healthcare products to the Yellow Card scheme. We ask healthcare professionals to support the campaign and talk to their patients and colleagues about side effects and how they can report suspected problems to the Yellow Card scheme.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1113275/Oct-2022-DSU-PDF.pdf

If you are not already signed up to receive the monthly MHRA updates please do so:

<https://www.gov.uk/government/organisations/medicines-and-healthcare-products-regulatory-agency/email-signup>

There are no other updates to share but thank you for all your help and patience as the clinics have changed recently,

Best wishes,

Rick Hughes

Clinical Lead