



Extended Hours/ Minor Illness Update

23/01/2023

January Update

Dear EA/MI teams,

Just a short update this month covering

1. Influenza
2. MHRA
3. Complaints/ SE's

Influenza

Just a reminder with high levels of influenza circulating that we can treat at risk individuals with presumed influenza within 48 hours of their onset of symptoms.

At risk individuals include babies under 6 months, pregnant women, those > 65 years old, BMI >40, diabetics, those with cardiac, respiratory, renal, hepatic, neurological or immunosuppressive diseases - Tamiflu again

Pragmatically a flu like illness (not simple URTI) with a negative lateral flow test for Covid 19 seems to be the way many people are currently making the decision on whether a patient has influenza

<https://www.cas.mhra.gov.uk/ViewandAcknowledgment/ViewAlert.aspx?AlertID=103217>

MHRA/ Drug Information

Please consider prescribing green inhalers when issuing prescriptions for new items from the EH/ MI clinics.

Ventolin has a carbon footprint 2.4 x that of salamol MDI – Please prescribe Salbutamol as salamol.

Try to increase prescribing of dry powder inhalers over MDI's – the below link has the green alternatives

<https://swlimo.swlondonccg.nhs.uk/wp-content/uploads/2022/08/Inhalers-Environmental-Impact-of-Inhalers-Next-steps-for-NHS-South-West-London-v1-FINAL.pdf>

Complaint

We had one complaint this month. This involved a child arriving late for their appointment and being asked to rebook. I know that this has come up before and handling late arrivals is always difficult. The management team have discussed this and feel that we should try to give patients the benefit of the doubt as they often are asked to travel to clinics they don't know and it is not always easy to rebook them.

As a result the service guide has been amended to give clarity:

Handling of patients who arrive late for appointments

If a patient arrives late for their appointment but the clinic is still running and a GP is still available, every effort should be made to see that patient during or at the end of the clinic. Receptionists will therefore advise patients who arrive late for their appointment that they can wait and will either be seen if there is a gap during the clinic or at the end of the clinic. The patient can then decide if they are happy to wait or wish to rebook their appointment.

We understand the frustration of late arrivals but we have 2 catch up appointments per hour scheduled, and if the patient is late for an appointment it should be possible to squeeze them in further down a clinic. This will avoid wasted appointments, knock on effects to other services and unnecessary clinical risk.

If you have any questions or concerns please do let me know

Bw

Rick