

Enhanced Access Newsletter: December 2023

Practices | Reception & Admin Teams | EA Clinicians

Practices gentle reminders

1. Any EA appointments the same day that have not been used can be utilised by practices after 4pm (Monday-Thursday). Any appointments available for the weekend which has not been utilised by Friday 2pm, can be used by all remaining practices and please do use them. Please continue to be mindful of your booking allocation numbers for fair usage of appointments across practices.
2. Please continue to e-mail Laura.whitfield@nhs.net around any administrative/booking queries. For any clinical queries or feedback for the Enhanced Access Service please e-mail me at S.naseer@nhs.net.
3. Please continue to circulate information about the EA service to all those staff members who book appointments. FeNo tests (is a test used to diagnose asthma by measuring your breath) can be carried out in during EA appointments. FeNo can be done in 20 minutes (please book double Nurses appointment) however the patients need to be sent/given pre FeNo advice as per Laura's last email.
4. The Enhanced Access Service: Zero Tolerance – the staff and clinicians working for the EA service should not have any forms of abuse directed at them by patients. If incidents arise the practice will be notified, and the situation will be discussed at a director's meeting with an agreed action/outcome.

Reception Teams

5. Please continue to make sure that when booking a patient into Enhanced Access that consent is obtained, the reason for the appointment is stated, if it either face to face or a telephone consultation and the correct patient identifiable information (including contact numbers) is added. Please remind patients that it will not be a doctor at their usual GP Practice.
6. Appropriate Appointments: Please can you have the exclusion criteria with you when you are booking appointments. We have had a couple of appointments which should have been either not booked into EA and instead followed up by their own GP. This is all made clear in the exclusion word document.

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7. Enhance access Consultations: It would be best to book face to face appointments instead if you are unsure an examination is going to be required.
8. "Clinician Scope Document – Please have this out when you are booking appointments to make sure the clinician you are booking the patient with is able to complete the consultation. Please also check the duration needed for each appointment.
9. Please remember not to directly message any of the EA Clinicians. They are locum doctors who pick up ad hoc shifts so may not be in, in time to action anything outstanding. We are more than happy to receive feedback and relay this back to them. From time-to-time IT issues (for example with ICE, can occur so they may be asking the surgery to request the investigations).
10. Spirometry: A detailed e-mail was sent on the 28th of March 2023 to all practice managers. Please speak with your PM about the contents of the e-mail re: Patient pre-spirometry checklist and patient information on spirometry if you have not seen these documents. Please continue to refresh yourself with this before booking in patients. Spirometry nurses appts are now 28 day embargo so any receptionists can book these now (**but only spirometry**).

EA Clinicians

11. Learning Point: **Some clinicians had issues with regards to completing the required referral forms for the EMIS practices. Please make sure that you have logged in the Microsoft office using the Word icon on the desktop using your NHS email address.** When an IT issue occurs, please contact ITS for any IT related issues.
ITS is open at the weekends but only for EA queries. See details below:

Number 01992 515855
Hrs open on Sat - 8-4
Hrs open on Sun - 8-1

12. Learning Point: Re: When opening multiple clinical systems please be careful when transcribing information as human error can occur and the incorrect details can be sent on the wrong patients notes or wrong GP Practice.
13. Learning point: Please consider completing the learning event form if relevant. We can consider having a learning event meeting if clinicians would like to arrange one. Just let me know.

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14. Please can clinicians continue to document all your history, examination, and management plans clearly. If a referral is needed, please remember to send a task to the appropriate group on S1/EMIS. Without this task – referrals are not actioned.
15. Please check shift times and duration while booking to avoid any confusion. Please inform the staff as soon as possible if running late or unable to attend due to unforeseen circumstances.

Recruitment

16. We are actively recruiting for more clinicians to work for Ephedra so please feel free to let any GPs/Nurses/Allied health care professionals who work with you know. The link below has information about working for Ephedra.

www.ephedrahealthcare.co.uk/working-for-ephedra-healthcare-ltd

Thank you all for your time and commitment to the service.

Have a lovely Christmas and wishing you Happy and Prosperous 2024.

We are always looking at ways to improve and obtain feedback about the EA Service to improve patient, practice, and clinician experience, so if anyone has any feedback, please let us know by dropping an e-mail to S.naseer@nhs.net