**E**xtended **A**ccess Newsletter: **June 2022**

Clinicians l Admin Team l Practices

1. Please can all EA clinicians/members of the team who are patient facing continue to do two weekly lateral flow tests. To order lateral flow tests please visit: <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>. We are continuing to follow the guidance released by NHS England (<https://www.england.nhs.uk/coronavirus/wp-content/uploads/sites/52/2022/04/C1633_symptomatic-and-asymptomatic-staff-testing-april-2022.pdf>). If anything changes, we will keep you informed.
2. Zero Tolerance – Verbal or physical abuse towards any member of the team by patients will not be tolerated. Please report any incidents directly to receptionist on site who will forward this information on to the EA Team for it to be dealt with accordingly.
3. Please can all EA clinicians be reminded to obtain consent from patients to allow you to view their records in the EA environment. Good practice would be to document this in your consultation. We would also like the reception teams at all 9 practices to continue asking for permission for access of notes when booking into the EA appointment system.
4. Coding - Did Not Attend (DNA): For Systm1 practices this is done automatically. For EMIS Practices this would need to be entered manually. From either reading the comment box for the reason of the appointment or the last clinical entry on the clinical records, if you deem it clinically needed, please can the EA Clinician send a task to the EA Admin Team to ask the GP surgery to follow the patient up as they did not attend EA. This will then allow the practice to decide what should be done next.
5. Carol will start sending practices a DNA list as it was done pre-pandemic once the service turns over to predominantly face to face.
6. From the **2nd July 2022** we will be changing all appointments for EA to Face to Face. However, the patient will be given a choose at booking. All appointments will remain at 15 minutes including the telephone consultations.
7. We would like to make sure that when a reception team member books a patient into EA, that they clearly note in the comment section if it is a Face to Face or Telephone Consultation please.
8. When booking a telephone consultation into EA, for the time being please do not state a specific time as the clinical team often bring in patients’ in-between appointments to be able to see them face to face if it was originally booked as a telephone consultation. As we move towards a more face to face appointment list, we hope that this need will naturally be phased out.
9. Documentation: A gentle reminder to all EA Clinicians, to please document clearly all your history, examination findings, impressions, management, follow up and safety netting.
10. The current website is undergoing some general improvements. Once it is live, it will have a section on EA with up-to-date information about the service for practices.
11. We are always looking at ways to improve and obtain feedback about the the EA Service to improve patient/practice experience, so if anyone has any feedback please let us know.

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