



May 2023

Spring Issue

The De Parys Group Newsletter

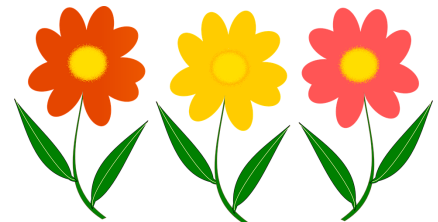
A Very Warm Welcome to The De Parys Group

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- Hay Fever and how to manage it this Spring
- The Florence initiative
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- The patient participation group

Welcome to our latest edition of the quarterly De Parys Group Newsletter. The De Parys Group currently serves over 38000 patients across our 6 sites and we have a team of over 150 staff members who are all here to help you. We have many new and exciting initiatives and campaigns coming up this year and our newsletters help to keep you up to speed on all the latest.

Wishing you all a happy and healthy Spring!



What's new for 2023?

- **Spring Covid Boosters:** If you are eligible, you should be offered an appointment between April and June, with those at highest risk being called in first. You will be invited to have your booster around 6 months from your last dose but you can have it from 3 months
- **Staff:** We have recruited new team members in the Nursing, PST, GPST and Secretarial departments . We are excited to see how they get on in their new roles and what they will bring to our patient care
- **Telephones:** : We have introduced a 'call back' feature within the telephone options where the system makes an automatic call to the patient for the PST (reception) member to then deal with when the patient reaches the front of the queue.
- **Social Media:** You can now find us on Facebook, please follow our page for the latest surgery news and

Don't let Hay Fever stop you from having a good time this Spring!

Hay fever is an allergic reaction to pollen, typically when it comes into contact with your mouth, nose, eyes and throat. Symptoms of hay fever include sneezing and coughing, a runny or blocked nose and itchy, red or watery eyes. Whilst there is currently no cure for hay fever, there are many self-help measures you can take to ease your symptoms. If hay fever is troubling you, speak to your local pharmacist who can give you advice and suggest the best treatments, many of which are available over the counter.

UPCOMING PRACTICE CLOSURE DATES

- 1st May—Early May Bank Holiday
- 8th May—Coronation of King Charles III
- 24th May—Staff Training
- 29th May— Late May Bank Holiday
- 21st June - Staff Training



florence

Intelligent Health Messaging

Florence or 'Flo' is a new text messaging service that aims to help you manage your own health. It works by sending you a text message via your mobile phone that asks for information such as a blood pressure reading and your response is sent straight to your healthcare provider! It can also be used to manage long term conditions by sending you reminders to take medications.

Interested in signing up? Talk to your healthcare provider today about getting Flo set up on your mobile. For more information please visit www.getflorence.net

A Day in the Life of a Receptionist



We are your receptionists also known as the Patient Support Team or PST and in this issue of The De Parys Group Newsletter we're going to talk about the work we do on and behind the scenes to make sure your patient experience is as smooth running as possible.

Our day starts at 7:30 when we come into the surgery and get it set up for the day, turning on computers, ensuring rooms are well stocked and the waiting room is neat and tidy. At 8 o'clock we welcome you into the surgery and start answering your calls. We are well equipped to help and advise you and whilst sometimes it may feel like we are an obstacle, be assured that we are only ever trying to help. Your

healthcare experience is very important to us and we take every measure to ensure you are looked after well and your needs are seen to.

You probably think of a receptionist as someone who just books appointments however we do so much more. We encounter a wide variety of in person and over the phone queries and we may have to ask you a few questions in order to appropriately triage you to the correct service. We also monitor your e-consults and ensure you receive a response within 48 hours. Whilst assisting you, our patients, we also act as the main point of contact for our GPs whenever they need help with anything from a faulty printer to calling blue light ambulances.

We are prepared for every eventuality and no problem you come to us with is too big or too small. We are here to help and support you from the moment our doors open to the moment we close down for the day at 6:30. The job is tough and the work is never ending however we wouldn't change it for the world, every encouraging comment, kind smile and words of thanks from our patients makes it all worth while.

Patient Participation Group

Our PPG is a group of existing patients who meet quarterly to discuss how we can help to improve the surgery. The meetings are relaxed and informal and sometimes we have a guest speaker such as a doctor or another clinician.

We value our patient's input and would love to hear from you, if you are interested in joining please email Kim Paradine at blmkicb.deparysqandg@nhs.net

