

# Ecclesfield Group Practice

## Practice Newsletter

Welcome to the latest issue of our Practice Newsletter.

### A Day in The Life of a Busy GP

**Hello! I'm Dr Coster, the newest Salaried GP at the practice and I wanted to give you an idea of what a normal day looks like for me at the practice.**

On a normal day I get into the practice at around 8am, ready to start seeing patients at 8:30am. Before my first patient, I look at any urgent blood results or messages that have come in to me since I was last in.

This might include messages from district nurses about patients who are housebound or from the midwives about patients they have seen.

After this I crack on with my morning clinic. I have 14 appointments in the morning – these are mostly face to face appointments which last 15 minutes with some 10-minute telephone appointments. I have a couple of 10-minute admin slots in between patients which allow me to make any urgent referrals, for example, if I think someone may have cancer, call a hospital specialist for advice or just catch up if a patient needed longer than their 15-minute appointment!

My morning clinic finishes at 12 o'clock and most days I head straight out to a home visit. These are for patients who are unable to attend the surgery – these could be patients reaching the end of their life or a resident in one of our local care homes. These patients usually have complex medical needs and including driving time I'm usually back at the surgery by around 12:45pm.

This is the time that I usually use to catch up on my admin work. You may not think that being a GP involves much paperwork but I can assure you that it does! Following my morning surgery I will need to write any referrals that I didn't do during the patient's appointment, review all the blood test results that have come back in the last 24-48 hours (usually around 30+ results) and look at letters sent to us from the hospital (usually about 20+ letters). Some of these can just be filed but some will medication prescribing, some will require me to send text messages to patients and some will need me to make appointments to review patients in person.

I try and make time to have lunch with colleagues but I must admit I don't always manage this – sometimes I end up eating while filing results or while on hold to a doctor at the hospital.

My afternoon clinic starts at 2pm and is structured much the same as my morning surgery, finishing at about 5:30pm. After this I usually have a few more blood results and documents to look at. Before I go home I deal with anything else in my internal messages and write any letters that need doing. This can include letters to the council, to safeguarding teams and letters that patients have requested. If I know the patient well each one might only take me a few minutes each, but if I don't know the patient well or the letter is complex this can take a lot longer! I also try and 'mop up' a few medication queries which usually the duty GP will deal with. I try and head out of the surgery by about 6:30pm.

In addition to this, my colleagues and I often work remotely at home to try and keep on top of our increasing 'clinical admin' workload.

I hope this article gives you a brief insight in how the GPs work at Ecclesfield Group Practice.

King regards,

**Dr Eleanor Coster**



November/December 2023

[www.ecclesfieldgp.co.uk](http://www.ecclesfieldgp.co.uk)

### Useful Numbers

Northern General Hospital	(0114) 243 4343
Royal Hallamshire Hospital	(0114) 271 1900
Sheffield Children's Hospital	(0114) 271 7000
Weston Park Hospital	(0114) 226 5000
Charles Clifford Dental Hosp	(0114) 271 7800
Pharmacies	
Lo's Pharmacy (Mill Road)	(0114) 246 9383
Lo's Pharmacy (Margetson)	(0114) 232 1741
Asda Pharmacy (Chapelton)	(0114) 246 1146
The Wicker Pharmacy (Wicker)	(0114) 272 7676
Boots (Meadowhall)	(0114) 256 8011
Co-op Pharmacy (Thorpe Hesley)	(0114) 257 1557
LO Pharmacy (Chapelton)	(0114) 246 7320
Morrison's Pharmacy (Ecclesfield)	(0114) 246 6874
Rowlands Pharmacy (Bevan Way)	(0114) 246 2636
Well Pharmacy (Grenoside)	(0114) 245 0021
Seven Hills (Wincobank)	(0114) 242 5785
Pharmacy to U (Patient Line)	(0113) 265 02 22

The practice will be closed for staff training one afternoon a month from 1.00pm.



Should you need a doctor during this time, please telephone the surgery number and your call will be dealt with by the GP collaborative.

The next staff training (PLI) date is:

Wednesday 15th November 2023

### HOW TO STAY SAFE THIS BONFIRE NIGHT

Once a firework is lit, do not reapproach it.

Avoid using flammable liquids such as petrol to help start your bonfire.

Keep a bucket of water nearby in case of unexpected fires and for old fireworks.

Keep all pets indoors and away from the loud noises.

Ensure that children are supervised at all times, and that they are not allowed to handle fireworks.

WE ARE EXPERIENCING SIGNIFICANT DEMAND FOR NHS SERVICES

Please help us by being patient and kind to all our staff.



## A letter from our Practice Manager...

We would like to thank our patients who completed the NHS England IPSOS survey in the summer. Results of this survey were disappointing for us, especially when we all work extremely hard to deliver the best quality care in the community we can, with the current resources we have.

235 questionnaires were sent out and 91 patients completed this, which equates to 1% of our registered list size. Although this is a very small %, the partners and I have reviewed the comments. One area we scored very poorly in was "ease of getting through on the telephone", this continues to be a problem nationally.

### You said we did!

As part of our plan for improving access for you in line with some guidance from NHS England, we have invested in an upgraded telephone system that now allows you to request a call back from us, instead of sat waiting in the queue – we expect this to go live early November.

### Online patient triage

We have introduced an online patient triage service that offers patients an alternative method of getting in touch with us. This offers both options to complete a non-urgent medical enquiry and admin enquiries too, this is available through our website. It is very simple to fill out so please do give it a go if you need to contact us.

### Online appointments

To also help with the ease of getting in touch with us, we have increased the number of online appointments available to book each day. Access is a huge focus now within the NHS in general and over the coming year we will continue to work with our patients on this. I would also ask all patients who cannot attend their booked appointment to please cancel, many appointments are lost due to this.

We continue to listen to patient comments on feedback via iwant-greatcare; you may have been sent a survey link following recent contact with the surgery. We do really appreciate your feedback; it only takes 5 minutes to complete. Your responses are completely anonymous. We really appreciate the time it takes to help make any improvements to our service.

Click the link below to get started.

[www.iwantgreatcare.org/gpsurgeries/ecclesfield-group-practice-1](http://www.iwantgreatcare.org/gpsurgeries/ecclesfield-group-practice-1)

We also have a patient group that are always looking for new members, if you would like more information and to get involved, please use the link below:

<https://www.ecclesfieldgp.co.uk/patient-participation-group>

I hope you find this update useful and if you have any feedback, please do not hesitate to contact us.

Kind Regards,  
Michelle Payling, Practice Manager



**Friday 22nd December 2023 - Open**

*Note: Our Margetson site will close from 1pm. Patients can access services at our Ecclesfield site*

**Saturday 23rd December 2023 - Closed**

**Sunday 24th December 2023 - Closed (Christmas Eve)**

**Monday 25th December 2023 - Closed (Christmas Day)**

**Tuesday 26th December 2023 - Closed (Boxing Day)**

**Wednesday 27th December 2023 - Open**

**Thursday 28th December 2023 - Open**

**Friday 29th December 2023 - Open**

*Note: Our Margetson site will close from 1pm. Patients can access services at our Ecclesfield site*

**Saturday 30th December 2023 - Closed**

**Sunday 31st January 2023 - Closed (New Years Eve)**

**Monday 1st January 2024 - Closed (New Years Day)**

**Tuesday 2nd January 2024 - Open**

### During the Christmas period

If you need help over the holiday period when the GP practice or pharmacy is closed or you are not sure what to do, **NHS 111** can help. The service is available online at [111.nhs.uk](http://111.nhs.uk) and also by phone. By answering questions about your health problem you will be told what to do and where to go. You can also find information at [www.nhs.uk](http://www.nhs.uk)

### Five things we recommend you do:

- ◆ Make sure you get your flu vaccination.
- ◆ Come forward for your COVID-19 booster when offered.
- ◆ Contact NHS 111 online or by phone if you are worried about any symptoms.
- ◆ Take advantage of financial schemes and discounts to help you pay for heating.
- ◆ Look out for other people who may need a bit of extra help over the winter



### Don't forget your prescription!

Contact your GP to order your repeat prescription before the Christmas holidays

### Ecclesfield Group Practice

*The Health Centre*  
96a Mill Road,  
Ecclesfield,  
Sheffield S35 9XQ  
Tel: 0114 2469030

[syicb-sheffield.ecclesfieldgp@nhs.net](mailto:syicb-sheffield.ecclesfieldgp@nhs.net)

**Margetson Surgery**  
(Branch site)

1 Remington Avenue, Sheffield S5 9PA  
(Same number as above)

## Feeling unwell? Choose the right service



**Self-care**

Hangover.  
Grazed knee.  
Sore throat.  
Cough.



**NHS 111**

Unsure?  
Confused?  
Need help?



**Pharmacist**

Diarrhoea.  
Runny Nose.  
Painful cough.  
Headache.



**GP (Doctor)**

Unwell.  
Vomiting.  
Ear pain.  
Back ache.



**NHS Walk-in Services**

If you cannot get to the GP and it is not getting any better.



**A&E or 999**

Choking.  
Severe bleeding.  
Chest pain.  
Blacking out.

