

PFP Newsletter

Winter 2023



NEW COMPUTER UPGRADE

Important announcement regarding our current computer system.

From 29th January 2024 we will commence to a new EMIS WEB system. The current system Crosscare is shutting up shop in Northern Ireland and therefore many practices are upgrading to a new software called EMIS WEB. This upgrade will enable us to be on par with future developments, whereas the current system cannot contend with todays modern applications. It is an exciting new chapter for Portstewart Family Practice and we look forward to the new applications available.

However, the switch over is difficult and will be a challenging period for us all. Transferring all patients data will take time and patience.

The IT engineers will do most of the work from Monday 22nd January 2024 and estimate that the transfer will take 4-5 days to complete.

Unfortunately this means normal practice operations will be closed all week commencing Monday 22nd January 2024 to Friday 26th January 2024.

Emergency GP assistance will only be available this week via single telephone line, and all routine GP, Nurse, Physio, Pharmacy, MDT appointments are not available to book. The prescription line will be closed, no online orders available, results are not available to report, and referrals cannot be processed.

Now, this is Very important information:

Re-ordering of Prescriptions... Please please organise repeat prescriptions the week prior.

We do not have the ability to order prescriptions the week of transfer.

Reminders of the shut down and transfer will be circulated at various stages during December & January.

We acknowledge there will be inconvenience experienced but please understand the short term pain for the long term gain of the practice. If you have any further questions please contact the surgery staff for further information.

Thank you in advance for your coopeartion at this time.



SOCIAL MEDIA & ZERO TOLERANCE STATEMENT ADVERT

Unsubstantiated statements on social media about the practice or members of staff will be treated in the same as verbal abuse. Our staff come to work to care for others, not to become victims of violence, social media abuse, threatening behaviour, physical, verbal, racial abuse or discrimination.

If you are violent or abusive in any way towards our staff, we have the right to refuse to treat you. Any patient or visitor who treats any member of staff in this way will be removed from the premises and will be reported to the police, and may face prosecution.

It is unacceptable for patients to refuse treatment, care or services from a particular member of staff if the refusal is based on racially discriminating grounds.



"Welcome to Portstewart Family Practice"

- Press 1 - Emergency
- Press 2 - Appointments
- Press 3 - Scripts 10-4
- Press 4 - Results 2-4
- Press 5 - General Enquires

IMPORTANT PRACTICE CLOSURE DATES:

- Monday 25 December 2023

- Tuesday 26 December 2023

- Monday 1 January 2024

****Monday 22 to 26 January 2024****

- Monday 18 March 2024

Please remember to order prescriptions in advance of closures

SOCIAL PRESCRIBING PROJECT

Social Prescribing in Portstewart

This year we have experienced record levels of local GP practices handing back their contract. We ask ourselves why is this happening. Simple, this equates to a prime example of demand outweighing supply. A rise in GPs retiring or others going elsewhere, and a significant rise of the patient population.

Social Prescribing is the new buzz word. The local patient community need prevention techniques to reduce demand in General Practice. If we can focus on finding a solution in the community to prevent further medical interceptions in the future. This strategy will reduce loneliness, obesity, mental health, and physical injuries, and ultimately reduce long term medical conditions associated.

The community needs to try and realign the thought process of; contact the GP for a quick fix tablet or antibiotic and get a very accessible free prescriptions service. In conclusion, this is too easy and has a damaging effect on keeping GPs in local community practices.

Lets face it, as an example we have 17 coffee shops, 8 takeaways, 10 pub restaurants in Portstewart and not one fruit & veg shop.

Therefore Portstewart Family Practice are creating a new angle to help 'off the promenade' community. We are starting a new social prescribing hub for the local patient community can come along for a chat and receive free vegetable soup for lunch and other healthy food options.

We want to encourage better lifestyle choices in order to keep the prescriptions and doctor away.

We hope this project is the start of something great for the future of Portstewart.



Soup Kitchen Dates @ the old surgery.



11-2pm.

- Thursday 23 Nov

- Thursday 7 Dec

- Thursday 21 Dec

Come and see our new social prescribing hub

@ the old surgery
75a Central Ave, Portstewart.

Free exercise class stretch & movement

Lunch time sessions for over 60s.

Sign up at the reception - 15 people max per session

Every Thursday
1pm to 2pm with
Ciaran White
Core Gym



Starts 11 January 2024

@ the old surgery
75a Central Ave, Portstewart.

