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

Reception & Admin Teams l Practices l Clinicians

1. Congratulations to all of you who have been involved with providing the EA service. The recent Patient Feedback Questionnaire resulted in very good results from patients who have used the service. The results can be found on the latest news section on our website.

[www.ephedrahealthcare.co.uk/latest-news](http://www.ephedrahealthcare.co.uk/latest-news)

**Recruitment**

1. The new Ephedra website is now live and you can find up to date information about all the various services provided. We are actively recruiting for more clinicians to work for Ephedra so please do let your ST3 registrars who have recently qualified, or any GPs/Nurses who work with you know. The link below has information about working for Ephedra.
[www.ephedrahealthcare.co.uk/working-for-ephedra-healthcare-ltd](http://www.ephedrahealthcare.co.uk/working-for-ephedra-healthcare-ltd)

**Reception Teams**

1. Please remember to refresh yourselves with the **EA Clinician Scope** document which can be found using this link below. We have unfortunately had inappropriate bookings recently with patients being booked into see our clinical pharmacist rather than a doctor. Please also continue to place “Consent + F2F/T.C” in the comment box and the reason for the appointment which will help the clinicians on the day to organise themselves.
[www.ephedrahealthcare.co.uk/extended-access-ea](http://www.ephedrahealthcare.co.uk/extended-access-ea)
2. Inappropriate bookings include frequent flyers, routine med3 follow ups, joint injections, minor ops, coils and implants, insurance pro-forma and mental health – new episodes and severe/under 18’s as care would be best delivered by the practices usual GPs in light of follow ups that would be needed.
3. If possible, for those patients requesting a telephone consultation appointment and not able or willing to come in for a face-to-face appointment with a non-meningococcal “rash” – please try and encourage the patient to either send an AccuRx photo or an eCONSULT with the photo attached and save it onto the patients records before the appointment with the EA clinician. This would aid the clinician consulting.

**EA Clinicians**

1. EA Clinicians - Due to human error at booking you may have patients who are booked into your clinic which falls outside your competency area. If this occurs, please inform the EA Admin team and sign post the patient back to their surgery or an appropriate service (i.e. UCC/111) depending on the clinical presentation.
2. You can now book up to 4 shifts at a time on Harris when new shifts are released. We will continue to review this moving forward.
3. We appreciate all clinicians who have been able to pick-up last-minute shifts due to sickness and absence at short notice. This has been extremely helpful.

**Practices**

1. Did Not Attend (DNA) Appointment – Carol will continue to send practices the list of patients who DNA for those practices to follow those patients up. There was a total of 54 out of the 936 appointments which patients did not attend – 6% of the total appointments available.
2. Please remind patients that if they are unable to make the EA appointment, they can cancel by ringing your own surgery or 01707 294 358. Where applicable please send a reminder text message to those patients who have booked an appointment.
3. In July we had noticed a few blood test results from practices that had come via the EA SystmOne inboxes. Carol will continue to highlight these to the practices via their practice e-mails. Depending on the result we may ask your Duty Doctor to review them if clinically needed.
4. Come October the new “Enhanced Access” contract element will be delivered by Ephedra on behalf of the PCNS/ shareholding practices. We do not envisage any significant changes moving forward. All practices are encouraged to use their allocations available to them. Appointments could result from patients submitting eCONSULTS, QOF or eCF work. Practices are reminded to use their set allocation and not to go over. Feel free to signpost patients to the Ephedra website if needed.
5. 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 by dropping an e-mail to Chendoran.kanthi@nhs.net

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