

Enhanced Access Newsletter: December 2022

Practices | Reception & Admin Teams | EA Clinicians

Practices

1. Fair Usage of appointments - Thank you to all those practices who remain within their given allocation. We appreciate winter pressures is affecting all practices but if practices go over their allocation, these appointments will no longer be available for other practices to use within their allocation which is deemed as unfair for the rest of the practices. Carol & Sarah will continue to inform practices about their usage and ask them to cancel appointments which have been overused or move them to the following week.
2. Enhanced Access is now no longer required to open during the Bank Holidays for the very first time since Extended Access was set up. The appointments have subsequently been redistributed on the other days Enhanced Access is open. Sarah and Carol will continue keep all practices updated with their allocations.

Reception Teams

3. Please continue to make sure that when booking a patient into Enhanced Access that consent is obtained, the reason for the appointment is stated, if it either face to face or a telephone consultation and the correct patient identifiable information (including contact numbers).

EA Clinicians

4. Please can all clinicians highlight any IT issues they are facing during their EA sessions by e-mailing Carol/Laura, so it can be looked into as soon as possible.
5. Please take care on clinical documentation during all your consultations.
6. Scarlet Fever and Invasive Group A Strep: Advice for parents and carers. Feel free to utilise this link from GOSH during your consultations.
www.gosh.nhs.uk/news/scarlet-fever-and-invasive-group-a-strep-advice-for-parents-and-carers/
7. Useful training and development programmes can be found by clicking on the link below which will take you the Hertfordshire and West Essex Training hub.
www.hwetraininghub.org.uk/training-and-development
8. Thank you to all clinicians who have been completing the QOF alerts and coding examination findings (BP/BMI/Smoking status). We would be grateful if you could

continue to do this during your consultations when time allows. This is extremely helpful to all practices to hit their QOF targets.

Recruitment

9. We are actively recruiting for more clinicians to work for Ephedra so please feel free to let any GPs/Nurses/Allied health care professionals who work with you know. The link below has information about working for Ephedra.

www.ephedrahealthcare.co.uk/working-for-ephedra-healthcare-ltd

10. We are always looking at ways to improve and obtain feedback about the the EA Service to improve patient/practice/clinician experience, so if anyone has any feedback, please let us know by dropping an e-mail to me at

Chendoran.kanthi@nhs.net

**Thank you all for your time and commitment to the service.
The EA Team would like to wish you all a very merry Christmas and a
Happy New Year.**

