

# Belford Medical Practice

## Long Term Condition Management

As a practice we have been working hard on improving our systems whilst we haven't been able to see patients due to Covid-19. We hope when we start back up with appointments this will be made easier with our new system. Please read the following:

Do you have a long term medical condition such as:

- Diabetes
- Hypertension
- Chronic Kidney Disease
- Asthma
- Heart Failure
- Mental Health

Then please read the following information on how you will now be invited to the practice:

### **When will we invite you to attend the practice?**

We will be amending our systems to invite you to attend the practice for your long term condition annual review appointment on or around your birthday month.

### **How will we invite you to attend the practice?**

If you have provided the practice with an up to date mobile phone number or an email address we can invite you for your appointments via text message or email if you give us consent to do so. If we do not have consent for any of these we will contact by either telephone or letter.

### **Making an appointment:**

If you have been contacted to arrange an appointment for your long term condition you will need to make an appointment with a nurse/healthcare assistant.

If you have a blood pressure machine at home you may be able to speak with a clinician over the phone instead of attending the surgery for your appointment.

To make an appointment to see a nurse/healthcare assistant you will need to contact us by telephone:

Belford: 01668 213738

Seahouses: 01665 720917

### **What will happen when I attend the surgery for my appointment?**

When you attend for your long term condition annual review this will be a 20 minute appointment with a nurse/healthcare assistant.

You will have bloods taken and lifestyle questions asked such as if you are a smoker or if you exercise regularly.

If you have more than one long term condition and these are unable to be carried out in the same appointment the nurse will organise a second appointment either face to face or over the telephone and can discuss this further with your blood results.

### **What happens if I have a telephone review?**

If you decide to have your annual review done via telephone the nurse will complete all appropriate questions, and will make you a second shorter appointment to have your bloods and blood pressure taken.

### **Do I need to bring anything to my appointment?**

If you have any repeat medication for your condition such as an inhaler you should bring these to your appointment.

### **How will I be followed up?**

Some long term conditions require a standard follow up to complete a care plan (e.g Dementia and Mental health) The nurse/ Healthcare assistant will make this appointment with you at your initial assessment.

If you have a blood sample taken we encourage you to contact the surgery after 7 days for your results (please note blood results are only available between 12 and 3pm). Alternatively if you have online services you can access your blood results this way.

### **Why is this important?**

As a practice we need to make contact with you a minimum of once every 12 months to ensure you are receiving the correct treatment. If we are unable to make contact with you we cannot guarantee safe prescribing of your repeat medication therefore we may have to limit the availability.

**Please make sure the practice has your up to date contact details.**

**If you would like any further information about this leaflet please contact the surgery.**