



Patient Update December 2023



Dr Anil Shah



Introduction from Dr Anil Shah

Our Practices are well into the Winter Flu Season and also encouraging our eligible Patients to take Covid, Shingles and Pneumococcal Vaccinations. Nationally we have also seen a rise in measles cases and there is a renewed focus on MMR vaccinations too both in children and adults.

Within Primary Care, there has been a requirement nationally for all GP Practices to demonstrate operational improvements around patient access and capacity and a local 'improvement plan' has been submitted as part of our PCN (Primary Care Network) agenda.

A patient survey will be conducted by all of our PCN Practices during January 2024 to reinforce outcomes / recognise any further improvements.

I wish all of our Patients a peaceful Christmas and my best wishes on behalf of our Team for the New Year 2024.

Digital Access to your Medical Records

As part of the NHS Long Term Plan commitment to provide patients with digital access to their health records - From 1st November 2023, it has been a contractual requirement to provide patients with digital access to all new health information (unless they have opted out or any exceptions apply)

What's in your GP record

- ✓ medicines your GP has prescribed
- ✓ allergies you have
- ✓ vaccinations you've had
- ✓ conditions you've been diagnosed with
- ✓ notes from appointments at your GP surgery
- ✓ results of tests your GP surgery has arranged
- ✓ letters that hospitals or specialists have sent to your GP

There is also a drive to encourage our patients to use the NHS APP



What is our Primary Care Network (PCN)

Following some feedback, we thought it would be useful to share some key information about our PCN

What is a PCN?

PCN's were formed from July 2019 following changes to the NHS England GP Contract. PCN's are a group of GP Practices geographically located that work together to provide more integrated and personalised health and social care. There are 1250 PCN's across the UK serving patient communities of typically 30,000 to 50,000 patients

Which Practices are in our Network?

Our Primary Care Network comprises 5 GP Practices. This is made up of our two Practices, Stratford Health centre and The Forest practice and 3 neighbouring Practices – Upton Lane Medical Centre, East End Medical Centre and Newham Vicarage Practice (formerly Dr Samuel and Dr Khan)

How many patients does this include in total?

There are over 40,000 Patients in our Network

Who runs the PCN?

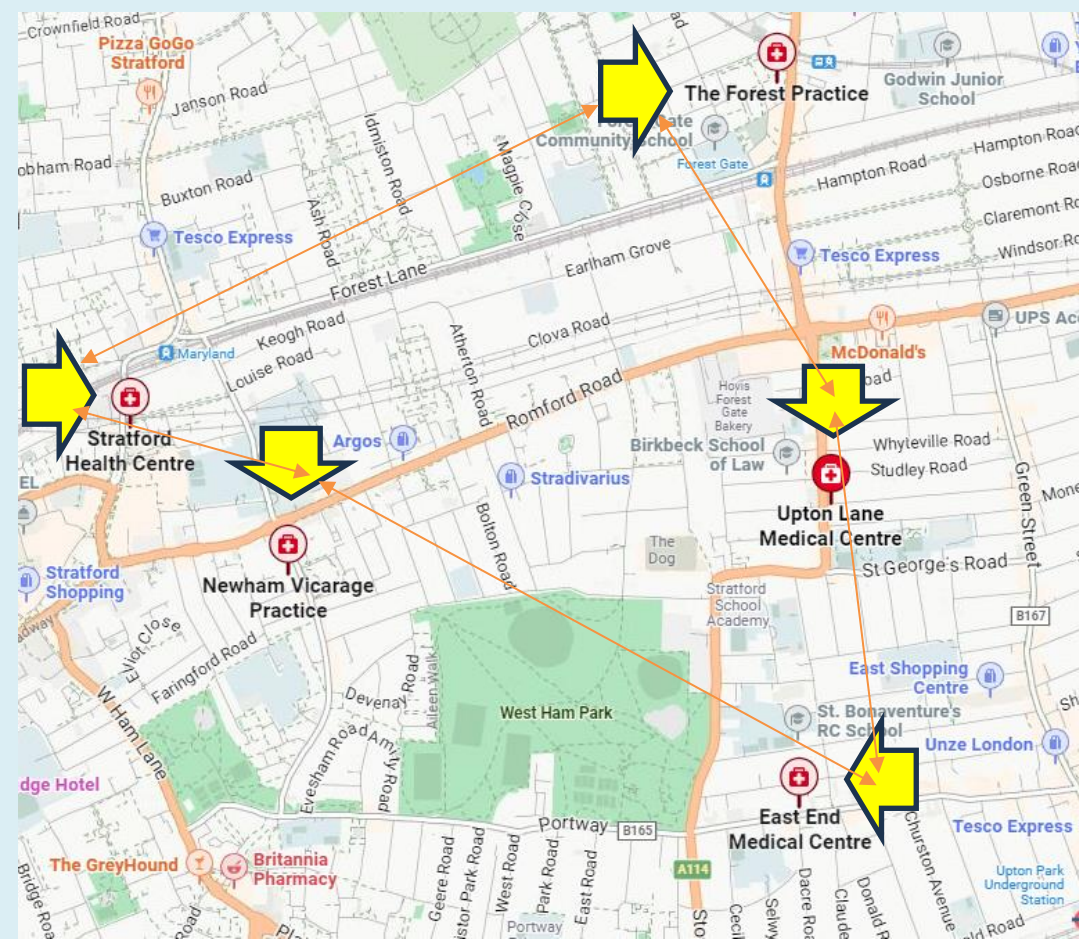
Each Practice has a nominated Director and the Network is led by Dr Anil Shah. There is also a PCN Manager

Which roles are shared?

Nationally, budgets are allocated to support 'Additional Roles' that are shared across our Network. This included Physician Associates, Clinical Pharmacists, Paramedics and Social Prescribers.

More details – www.newhamnw2pcn.gpweb.org.uk

Map of Newham showing the location of our 5 Network 'NW2' Practices



NEWHAM NORTH WEST 2
PRIMARY CARE NETWORK
Network Working 2gether

Newham North West 2 Primary Care Network

Patient Access

There continues to be a significant focus on 'Capacity and Access' across General Practice,

The focus is ensuring there are sufficient appointments available as well as the appropriate care navigation and signposting for all patients at the point of contact.

Not all health conditions will require an appointment and many can be handled by our Pharmacist and Pharmacy Partners – with patient approval this may be offered if and when appropriate.

We appreciate that appointments during normal working hours are not always convenient for some – we therefore offer an Extended Hours service which operates out of our PCN Hubs at East End Medical Centre and Upton Lane Medical Centre. Appointments with a GP/Nurse and Healthcare Assistant are available Monday to Friday from 6:30pm to 8:00pm and on a Saturday 9am to 5pm – Please speak with our Reception team who can book you direct into these appointments.

Remember, the NHS APP is a great tool for requesting repeat medication and if you want to view results / consultations.

Appropriate Care Navigation at the point of contact

General Practice Community Pharmacy Referral Service for minor ailments

Same day appointments always available with GP/ANP/PA/Pharmacist/Paramedic

NHS App for repeat prescription requests or to view results/consultations

Extended Access appointments available Monday to Saturday at a PCN Hub

Patient Access

APPOINTMENTS OUT OF HOURS

WHEN THE PRACTICE IS CLOSED SERVICES ARE AVAILABLE OUT OF HOURS

EVENING AND WEEKEND SERVICE

- ✓ An evening and weekend service appointment is exactly like an appointment at your own GP practice
- ✓ You will be seen by experienced GPs, Nurses and other Healthcare Professionals
- ✓ Your medical record will, with your consent, be available to the GP that sees you, to ensure that they have the information they need to give you the best possible care

The appointments will take place from:

Day	Appointment Time	Appointment Location/Hub
Monday	6:30 PM – 8:00 PM	East End Medical Centre 61 Plashet Road London E13 0QA
Tuesday	6:30 PM – 8:00 PM	
Wednesday	6:30 PM – 8:00 PM	
Thursday	6:30 PM – 8:00 PM	Upton Lane Medical Centre 75-77 Upton Lane London E7 9PB
Friday	6:30 PM – 8:00 PM	
Saturday	9:00 AM – 5:00 PM	

TO BOOK AN APPOINTMENT CALL:

020 7540 9949

All of our
Patients are
eligible for an
appointment at
our Primary Care
Network Hubs

Find it difficult to
take time of work
for an
appointment?
**Evening and
weekend slots
available**



CALL **111** for Non urgent
medical advice



CALL **999** in the event of an
EMERGENCY

The NHS App

I use the NHS App to order repeat prescriptions

Your NHS, your way
Download the NHS App 😊



What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.

To download the NHS App, scan here



Patient Feedback

GP Patient Survey 2023

Your local GP services	East End	Vicarage	SHC	Forest	Upton Lane	PCN	ICS	National
find it easy to get through to this GP practice by phone	55%	42%	73%	66%	35%	54%	48%	50%
find it easy to use practice website	64%	59%	74%	69%	48%	62%	56%	65%
Satisfied with the appointment offered	73%	64%	74%	79%	58%	69%	65%	72%
describe their experience of making an appointment as good	60%	48%	74%	62%	39%	56%	49%	54%
describe overall experience of this practice as good	70%	75%	74%	72%	51%	69%	64%	71%

Every year, a National patient survey is conducted by Ipsos/Mori and the full results are publically available for all UK GP Practices.

We have attached a snapshot of our PCN Practices results focusing on the Patient Access element.






We are pleased that we have scored well in most areas and seen continuous improvements versus the previous year - Our Practices have also scored well compared to the National and Regional averages.

Of course we know that a GP Practice environment can be challenging for many people.

We try our best to support our Patients but sometimes make mistakes. Our Management team are always on hand to help and support and put things right. – Please always let us know if you need assistance.

We have unfortunately had an increase in threatening / bad language targeted at our Reception teams and in some cases forcing them to leave their jobs. Luckily this is the 'exception' but also unacceptable. We do operate a zero tolerance policy and in these cases we will effectively remove such patients from our GP List.

What else have we been up to....

	<i>We have been Investing in our Practices. Over the last 18 months Clinical Rooms have been upgraded, we have introduced a new 'Call centre' hub and are introducing new Patient seating. Over £30k of investment has been made by the Practices and some financial top up support given from the North East London ICS</i>
	<i>At the end of October, we held a half day workshop for our Practice Teams focusing on their Wellbeing. This event was kindly supported by two of our Patient Group members – Mark Gorman on behalf of The Forest Practice and Stella Damm on behalf of Stratford Health Centre. It is great to have 'partnership' working and Thank you for your support.</i>
	<i>We have continued to recruit additional roles for our PCN shared team and now benefit from additional resource across our Practices which allows us to offer more 'on the day' appointments. We have also updated and simplified our Practice website.</i>
	<i>We have progressed well this year with our annual health prevention/protection programmes – This includes Cervical Screening, Childhood immunisations and Long Term condition reviews. Please contact the Practice Reception team if you have any questions or would like more information about these.</i>
	<i>Look out for a Patient Survey that we will be distributing during January 2024 – This will focus primarily on Patient Access and an opportunity to understand what we are doing well and to focus on opportunities for the future</i>