STRATFORD HEALTH CENTRETHE FOREST PRACTICE

Patient Update June 2023

Introduction from Dr Anil Shah

It is great to see that we are now learning to live with Covid as the World Health Organisation has now declared it is no longer a pandemic. I would still advise all of our patients aged 75 and over and those who may be immune=compromised to take up the offer of the Covid Spring Booster Campaign.

There are continuous changes afoot within Primary Care and a contractual change to ensure every patient is offered an ‘appropriate response’ at the first point of contact and we are working hard to ensure we are achieving this new expectation.

Through our increase in same day appointment availability, our enhanced access evening service and working closely with our pharmacy colleagues we continue to exploit opportunities to increase patient access.

We continue to grow our Primary Care Network team and it is great to see the additional support being offered to our Patients across the Network

OUR NEW CALL CENTRE OPERATION

May 2023 saw a new way of operating across out two Practices.

All incoming calls are now handled by one ‘call centre team’ allowing for greater flexibility to adjust our resource to meet the spikes in demand. We know the 8am rush will always be a challenge but have allocated additional resource also to support this.

Our management team will evaluate how this is working and address any challenges / opportunities as they arise.

Practice Population 1st April 22 to 31st March 2023

A net population gain of 37% since 2017 – \_an increase of 2,500 patients

Working with our Local Pharmacies

NHS England is supporting GP Practices working closely with their local pharmacists for supporting minor ailments. From 1st June 2022 to 31st March 2023, our local Pharmacist supported over 1800 of our patient consultations and this resulted in additional appointments available at the GP Practices for more complex acute conditions.

For the conditions below, you may be asked if you are happy to be referred to our pharmacy service and you will receive a call within 4 hours

Evening and Weekend Appointments

We have appointments available every day after our core hours.

➢ Monday to Friday 6:30pm to 8:00pm

➢ Saturday 9:00am to 5:00pm

A mix of healthcare professionals are available and appointments are available by phone or face to face at one of our Primary Care Network hub practices

Our Primary Care Network team

Our growing PCN team support patients across our 5 member practices.

Social Prescribers, Physician Associates, Clinical Pharmacists and our Paramedic are on hand to support appropriate patient consultations.

Our social prescribing team can offer support for a number of social needs including low level anxiety, employment, financial, housing, bereavement and navigate to local services offering cost of living advice

Check out our wellbeing team website:

<https://newhamnw2pcn.gpweb.org.uk/>

Follow us on Twitter- <https://twitter.com/NorthWest2PCN>

Investing in our Practices

With the growth of our clinical team and the additional Primary Care Network roles – \_we are having to convert previous office space into Clinical rooms.

At Stratford Health Centre, £25k was invested last year in upgrading rooms and a further £25k has been ear marked this year to convert rooms on the First Floor.

At The Forest Practice, we have already converted 2 offices and have redesigned our Reception open plan office to accommodate more desks and PC’s which will support our ‘Clinical Administration hub.

Use the NHS App to order repeat prescriptions

The NHS App gives you access to your medical records, results and medications

You can even request repeat prescription’s using the app