

PATIENT NEWS

JANUARY 26



THE FOREST PRACTICE
STRATFORD HEALTH CENTRE



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The Neighbourhood plan aims to bring GP practices and wider community services together at a local level to improve population health, coordination of care and patient outcomes by working collaboratively across neighbourhoods.

However, there remains significant uncertainty about the future of PCNs, with many unanswered questions about how the model will operate in practice.

While the ICB has chaired a few meetings, these have resulted in limited tangible outcomes so far. Although everyone is working together as one, producing large amounts of data and instigating multiple mini projects to improve outcomes, this activity is taking place without any dedicated funding.

Overall, there is considerable uncertainty and no clear path forward, which is creating concern and ambiguity about sustainability and direction.

We are waiting for the 2026-27 contract, which we hope will provide greater clarity on future plans and direction.

The NHS 10 Year Health Plan Vision for Neighbourhood Health

Single Neighbourhood

- Population: 50,000 people Built on Primary Care Network (PCN) footprint
- Services: Enhanced services for groups with similar needs
- Examples: Chronic disease management, mental health support
- Workforce: GPs, nurses, allied health professionals, social care

2025: Foundation

- National Neighbourhood Health Implementation Programme launches
- New contracts introduced for single and multi-neighbourhood providers

2026: Technology Revolution

- AI integration and digital transformation
- Ambient voice technology rolled out
- New staff standards introduced

Multi-Neighbourhood

- Population: 250,000+ people
- Scope: Cross-neighbourhood specialist services
- Services: End of life care, complex rehabilitation
- Support: Shared back-office, digital transformation, quality improvement
- Innovation: Clinical trials partnerships, research hubs

2027: Care Planning

- 95% of complex patients have agreed care plans
- Neighbourhood Health Centres established in lowest life expectancy areas

2035: Full Transformation

- Neighbourhood Health Service fully realised
- Prevention happens before disease occurs 24/7 mental health neighbourhood models

PHARMACY FIRST

Pharmacy first continues to support overall Patient Access. We are continuing to see significant growth in the referrals for Blood Pressure, Ambulatory BP and Contraception services.

From 1st October 2025, Emergency Contraception (morning after pill) has also been added to the Pharmacy First Service.

This service helps release capacity across General Practitioners, Physician Assistant, Practice Nurse and Healthcare Assistant appointments, allowing us to focus resources where they are most needed. Minor ailment referrals, 1st April 25 – 30th November 25, alone are equivalent to around 250 GP sessions, capacity that is effectively redirected back into our practices. This additional capacity supports the growing clinical workload (clinical documents and lab results), while enabling us to manage patients with more complex needs and increase overall appointment availability for patients.

Pharmacy First 1st April 2025 to 30th November 2025											
	BLOOD PRESSURE			AMBULATORY BP			CONTRACEPTION		MINOR AILMENTS		
	2025	2024	%	2025	2024	%	2025	2024	2025	2024	%
SHC	526	201	262%	173	59	293%	66	0	2413	2787	-13.50%
TFP	291	82	355%	191	81	236%	53	0	2086	2189	-3.80%
TOTAL	817	283	287%	364	140	260%	119	0 *NEW*	4499	4976	-10%

PATIENT ACCESS

Stratford Health Centre	The Forest Practice
82% of all appointments were face to face (12% increase versus last year)	81% of all appointments were face to face (13% increase versus last year)
56% of all appointments were booked on the same day	58% of all appointments were booked on the same day

Stratford Health Centre and **The Forest Practice** continue to make strong use of enhanced access appointments, in contrast to other PCN practices that are under-utilising their allocated capacity. This effective use of appointments helps maintain additional patient access, particularly for those who need evening or weekend appointments due to work or other commitments.

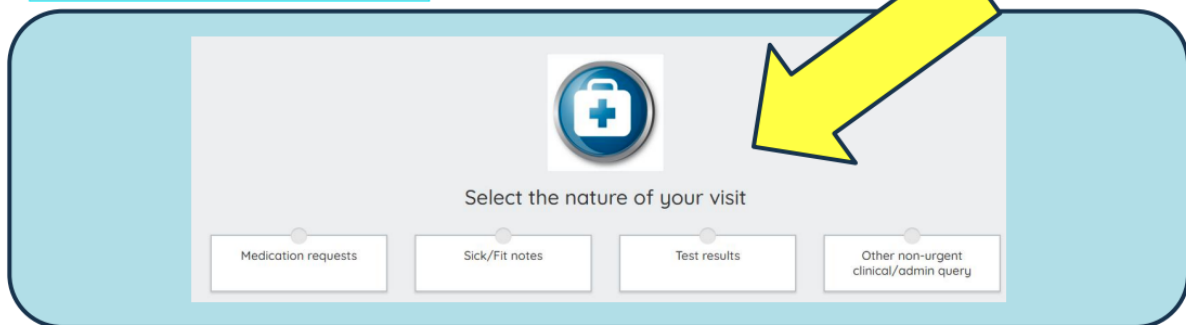
CONTRACTUAL CHANGES 1st OCTOBER 2025

From 1st October this year there were changes to the GP Contract

- ✓ On-line forms available throughout core hours for admin and clinical queries
- ✓ New Patient charter published on our website
- ✓ Pharmacies able to access/update patient records

It is now **mandatory** to have online forms available during CORE HOURS for both Admin and non-urgent clinical queries.

This is available through our practice websites but due to our same day availability of appointments we have seen low uptake at present



The screenshot shows a web interface for selecting the nature of a visit. At the top center is a blue circular icon with a white cross. Below it, the text reads "Select the nature of your visit". There are four buttons below: "Medication requests", "Sick/Fit notes", "Test results", and "Other non-urgent clinical/admin query". A large yellow arrow points from the text above to the "Other non-urgent clinical/admin query" button.

Our Patients and Patient Group Reps consistently tell us they like the fact we offer a high number of 'on the day' face to face appointments and this means a low uptake of online clinical queries

MAKING EVERY CONTACT COUNT HELPS OUR PATIENTS

Having verbal contact with our patients means we can also advise on any vaccinations due, long term condition reviews due and provide care navigation to other services including our in-house social prescribing team



We are seeing an **increase in complaints across both practices**, with a growing number now being **AI-generated**, making issues more complex and harder to resolve effectively.

We are always **keen to hear feedback and to learn from any errors**, as this helps us improve our services.

Concerns can be addressed **more quickly, easily, and effectively by speaking directly to a manager on site**, allowing for timely discussion, clarification, and resolution.

Please speak to a manager on site for any concerns or queries you may have