

June 2024

NEWSLETTER

FOR PATIENTS OF CROWN HEIGHTS MEDICAL CENTRE



TRAINING

The surgery will be shut on 13th June in the afternoon

Patient Participation Group

The patient participation group (PPG) is a group of patients who meet monthly to discuss and highlight issues which affect and impact on the patients of Crown Heights.

Over the past year we have regularly discussed issues surrounding patient access and the perceived, difficulty in making an appointment to see a GP.

The PPG has been involved in the roll out of the new Klinik system which replaced E- Consult and highlighted the ambiguity of the 'on screen message' when there are no further appointments available on the day due to appointment demand exceeding capacity. The initial text was updated to clarify the message. Additionally, the concept of 'total triage', which ensures that all requests are reviewed in the first instance by the triage GPs and responded to appropriately, has been challenged. The appropriate pathways to additional services such as physiotherapy, and clinical pharmacy threw up some idiosyncrasies initially. These were identified by the PPG, brought to the attention of the Practice Manager and corrective actions have been implemented.

Over the last year there have been problems with parking in the disabled bays in the Crown Heights car park.

Volunteer drivers and disabled drivers had been issued with parking penalty notices when attending appointments. It was pointed out that due to the position of the pillars in the car park it is not possible for a disabled patient to alight without their vehicle parking on the yellow lines. This matter was reported to the practice manager resulting in the fines being reimbursed and the unsuitability of disabled parking slots being reported to the operator of the site.

These are a little snapshot of the matters we have dealt with recently. If this has piqued your interest and you feel that you could contribute to our PPG, please fill in the online application form or call the Practice Manager for further information.

Finally, the PPG request that patients inform the practice when they cannot attend an appointment. The 'Did Not Attend' rates are unacceptably high and contacting the practice to inform of non attendance would allow the appointment to be made available to another patient.

PATIENT PARTICIPATION GROUP

What is a Patient Participation Group?

A group made up of staff and patients working together to help support and improve the surgery.

Who can join?

All patients registered with the practice over the age of 18

Why should I join?

It is an opportunity to support your surgery in supporting you and other patients

How do I join?

Contact the PPG chair by giving your details to a member of the reception team

Would you like to help improve your GP practice services?



CALL
111

Patients in this area of Hampshire are able to call just one number - **111**, for medical advice when the surgery is closed.

The staff on **111** are able to refer you on to the Out of Hours team if they decide that is required.

For Life-threatening emergencies DIAL 999

SHINGLES VACCINATIONS

If you're aged 70-79, or are turning 65 then you're eligible for a FREE shingles vaccination on the NHS. 1 in 4 adults develop shingles in their lifetime.

Shingles is uncomfortable and can sometimes be severe. Don't take the risk book today to be vaccinated 01256 329021.

Taking ANTIBIOTICS when you don't need them puts you and your family at risk



CANCEL YOUR APPOINTMENT

Last year (Jan 23- Dec 23) we had 4984 appointments wasted because patients did not attend. If you no longer need your appointment or can no longer attend please call up and cancel it.

GP appointment?
Can't make it? Don't need it?

CANCEL IT!



The PPG asked the practice to provide information about the volume of work processed through the surgery on a year-by-year basis

Crown Heights Medical Centre				
Yearly Practice Numbers				
	2020	2021	2022	2023
Practice List Size	27109	27444	27718	27796
Face to Face Appointments	43634	39550	56124	70845
Telephone Appointments	69807	80423	73895	65970
Home Visits	2394	2392	2507	2783
Total Appointments	123221	122365	132526	139598
DNAs	2907	2311	4148	4984
Prescriptions Issued	497134	551154	501383	504442
Lab results reviewed	49752	74950	61985	55915

Notes:

1. The list size has increased year-on-year. The surgery contract requires them to register all patients who apply and live within the practice boundary.
2. In 2019 there was circa 120,000 appointments (pre-COVID) and in 2023 this has increased to circa 140,000 appointments.
3. There was a noticeable switch between face to face and telephone appointments as the surgery, in line with others, was impacted by COVID, but now the move to a triage based model has seen the mix switch.
4. DNAs dropped during COVID due to the reduction in face to face appointments, but are returning to previous levels.
5. It may surprise patients to learn about the vast numbers of prescriptions and lab results that are managed, and explains the processing times the surgery advises to complete these tasks
6. In addition the surgery processes 130,000 letter and discharge summaries a year (500 a day)

NEXT OF KIN AND EMERGENCY CONTACT

Please help us to keep your contact details up to date by providing us with Next of Kin and Emergency Contact Details.

Please also let us know if you give consent for us to discuss your medical record with certain family members or relatives. We cannot discuss your record with anyone unless you give your permission.

Please remember to tell us if you change your address or phone number.

Surgery Update

Practice Manager Change

At the end of July Paul Butterworth will be retiring as Practice Manager after 9 years leading the Practice team.

Paul will be replaced by Chloe Rovetto, who has a number of years experience in Primary Care

Chloe will be supported by the Deputy Practice Managers, Melissa Pickard and Shannon Hale.

Nursing Team

Over the next couple of months 2 new nurses will join the team following retirements and one of the existing team heading off overseas.

Nurse appointments are offered over both sites.

Family and Friends Test

We report to NHS England each month the feedback from our patients regarding the service they received. The April 2024 summary is as follows:

Very Good	211
Good	57
Neither Good or Poor	13
Poor	12
Very Poor	20
Don't know	0

Total responses = 313

Rating Very Good & Good 85.6%