

April 2023

# NEWSLETTER

FOR PATIENTS OF CROWN HEIGHTS MEDICAL CENTRE



**\*\*\* May Bank Holidays\*\*\***

**The surgery will be shut on 1<sup>st</sup>, 8<sup>th</sup> and 29<sup>th</sup> May**

## Patient Participation Group

The PPG (Patient Participation Group) highlights the important role patients can play to influence general practice service delivery and support the NHS.

Public satisfaction with GP services is at an all time low according to a recent British Social Attitudes survey. However, satisfaction with GPs remains higher than for almost any other part of the NHS.

General practice is facing an unprecedented crisis, struggling from a combination of increasing demand, limited resources in conjunction with a recruitment and retention crisis. As a result patients are bearing the brunt of the significant shortfalls with longer waiting times for appointments. This is impacting on hard pressed GPs and healthcare workers who are tirelessly working to do the best for their patients in difficult circumstances.

At all times we look forward to hearing your views. You can contact us by email at [nhccg.ch-contact@nhs.net](mailto:nhccg.ch-contact@nhs.net)

At Crown Heights significant frustration and patient dissatisfaction around waiting times and telephone answering times was highlighted by the PPG to the practice management. In response, changes were implemented in October 2022 which included the introduction of eConsult for all telephone calls requiring clinical input which is passed to the Clinical Triage Team. This allows timely appointments to be offered if required and effectively negates the need for the impossible phone call at 8am to secure an appointment that day. This should represent a significant service improvement and the change will be held under review by the PPG.

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 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 22- Dec 22) we had 4067 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				
	2019	2020	2021	2022
Practice List Size	26438	27109	27444	27718
Face to Face Appointments	82095	43634	39550	56124
Telephone Appointments	38166	69807	80423	73895
Home Visits	2960	2394	2392	2507
Total Appointments	123221	115835	122365	132526
DNAs	4125	2907	2311	4148
Prescriptions Issued	494086	497134	551154	501383
Lab results reviewed	55770	49752	74950	61985

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 2022 this has increased to circa 132,000 appointments.
3. There is a noticeable switch between face to face and telephone appointments over the past 4 years as the surgery, in line with others, has moved to a triage based model.
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

### Partner Retirement

After 30 years as a Partner, Dr Sam Hullah will be retiring at the end of May. His colleagues at the surgery are sad to see him leave as we're sure the patients that Dr Hullah has treated over the years will be.

We would like to wish Dr Hullah a long, happy and well-deserved retirement.

### Partner Appointment

We are pleased to advise that a new Partner, Dr Jonathan Love, will be joining us in mid-July and will be taking over Dr Hullah's list of patients.

Dr Love has been working in London as a GP, but lives in Hampshire, and has extensive Primary Care leadership experience which will further enhance the skill mix amongst the Partnership Team.

## Family and Friends Test

We report to NHS England each month the feedback from our patients regarding the service they received. The March 2023 summary is as follows:

Very Good	386
Good	85
Neither Good or Poor	26
Poor	14
Very Poor	25
Don't know	1

Total responses = 537

Rating Very Good &  
Good = 87.7%