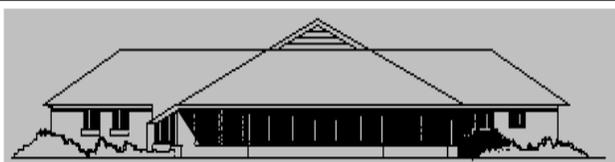


# HASSENGATE NEWS



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### Access to your prospective records

As indicated last month – “All patients – bar those who have specific care needs that require their exclusion – will have access to their records that are created from the 31<sup>st</sup> October 2023 onwards.”

Currently, our Primary Care Network (PCN) is trying to negotiate an agreement where local pharmacists in the community. They will be allowed to see your full health record with your expressed consent when you are with them to ensure your care is enhanced as needed. We are still trying to put robust security in place, we will let you all know.

### Extended Access / PCN Services

Reminder patients in our Primary Care Network (PCN),

1. We have two GPs available from this centre each Saturday for general health issues
2. We have one or two Nurses available from this centre who can offer smear taking, injections as well as more usual on going nursing support.

### **New Service**

We are pleased to confirm that we have since 31<sup>st</sup> October added back a blood taking service available to all adult patients within our Primary Care Network area.

### Patient Satisfaction

Having run the survey, the headline results were reasonable, with 80% of those answering expressing satisfaction with the surgery offering.

We like many continue to offer a predominately face to face service, albeit we do offer patients the option of a telephone call.

With the national push for General Practice work to be shared beyond the more usual GP and Practice Nurse you may now be directed to other clinicians. The Additional Roles scheme which includes PCN pharmacists; Physician Associate, Paramedic and Physiotherapists to name but a few.

Please be assured that this practice, with its wider PCN workforce are seeing – face-to-face, many more patients than were seen before Covid. In addition we also now offer a telephone consultation if it is safe and appropriate as well as acceptable to our patients

PCN additional role funding is being pushed from National Health Service England on behalf of the government, what is NOT shared is that it is up to the PCNs to recruit (from a limited workforce), train and

Found an item of interest? Want to know more? Please ask.

upskill as well as find space for these new roles to work. We appreciate your support at this time.

This is a large un-resourced task that we are struggling with, there is also a limited number of such trained staff to recruit from.

In terms of the full report from our survey, that will be shared in a future newsletter, once we have completed the number crunching.

The difficulties expressed by many around telephone access – has been noted – again we are trying to see what we can adjust to help. The issue remains that demand for appointments far exceed the supply, as well as many patients being reluctant to see anyone other than a GP or Practice Nurse.

Equally many patients expressed the desire for more weekend and evening appointments. It is confirmed above that the PCN offer 2 GPs and usually 2 Nurses on a Saturday between 09:00 – 17:00 from this practice, in addition most of the PCN practices also offer appointments up until 20:00 on some days Monday to Friday – which our patients can access. The days those practices offer that service varies across the week.

Moving forward, our patients can feedback either via a comment card into the “suggestion box; a letter to the Practice Manager – Samantha Newton.

### **Odds and Ends**

#### **Team Changes**

In terms of our **PCN team**:

We welcome:

Sanjeev as lead for Medicine optimisation and Digital transformation and IT

Brinda an additional Clinical Pharmacist

In terms of the directly employed **practice team**,

We welcome Kimberly our new apprentice admin assistant and Anjelic as an Advanced Nurse Practitioner.

We say goodbye to Dr Hanson after over 30 years with us on 1<sup>st</sup> March and Katie our apprentice admin assistant who left on 12<sup>th</sup> January

### **Practice and Patient Participation Groups**

Reminder - If any of our patients want to join our Patient group, to offer direct feedback to this practice – not axe grinding – please leave your contact details in the suggestion box in the waiting room, which will be passed to the group chair.

As the PCN is looking to create a group that covers the six practices within it, covering 30,000+ patients we are also looking for thoughts on how that group is created. Again, please share via a note in the suggestion box.

### **Self-care - Get the Right Treatment**

It is estimated that every year, 50 million visits to the GP are made for minor ailments such as coughs and colds, mild eczema, and athlete's foot.

By visiting your pharmacy instead, you could save yourself time and trouble.



<http://www.selfcareforum.org/resources/patient-portal/>

Keeping a well-stocked medicine cabinet at home can help you treat / relieve many minor ailments. Colds, coughs, indigestion and many other minor complaints can all be treated with medicines that are available over the counter.

Have your say – write to the Practice Manager if you have thoughts / comments or suggestions.