

# King Street Medical Centre Newsletter

Issue: 01 | March 2022

## Welcome to our Practice Newsletter



We're pleased to send you the first edition of our King Street Medical Centre Newsletter.

This contains Practice news, updates and wider primary care messages and announcements, which you can expect to receive on a quarterly basis.

In this edition, we illustrate the latest changes at our practice, in line with your feedback. We also outline helpful services and resources available to you, to ensure you are having a positive experience with us.

We will continue to let you know of any upcoming events, or ways you can get involved in Trust activities and how you can make a positive impact at your Practice.

Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas and content you would like to see in a future edition. You can send these to [hnf-tr.communications@nhs.net](mailto:hnf-tr.communications@nhs.net).

We hope you enjoy this newsletter and look forward to the next copy in the Summer.

**Iqbal Hussain, GP Lead for the Community & Primary Care Division at Humber Teaching NHS Foundation Trust**

### Improving Call Handling

In recent times, we have made it a priority to clarify all of the ways in which you can access your local Practice.

As a result of this effort, we have seen a substantial improvement in call handling over the past months.

We are pleased to see that many of you prefer to use online options, such as Engage Consult and the NHS App. We also appreciate that many of you prefer the more traditional methods of accessing the Practice.

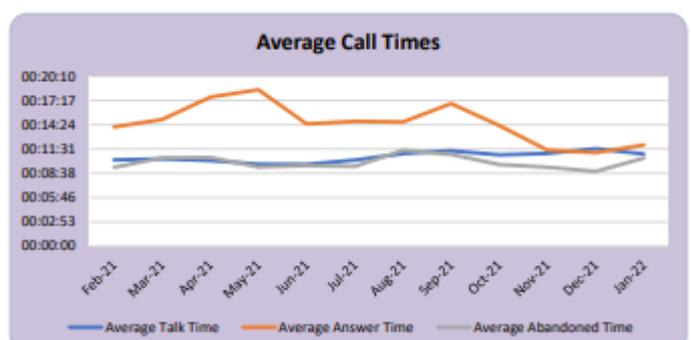
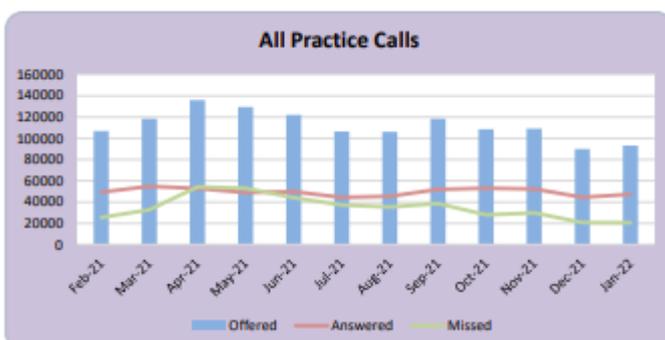
Ultimately, clearly explaining which options are available and providing choice has alleviated many of the issues around call handling and telephone wait times.

### Looking at the data

When analysing our call data (see below), we can see that in the first half of 2021, we were receiving large amounts of calls, which resulted in problems for those trying to telephone us to make an appointment.

Quite often, these calls were queries around things like Covid vaccinations and advice. It is clear that since introducing the national NHS service 119, that this has had a positive impact, and we encourage patients to continue using the helpline for Covid-related queries.

Further to this, showing our patients the benefits of using NHS 111 when they're unsure of where they need to go, has also positively impacted these results.



## Getting to Know Your Practice

### What is a Care Navigator?

A Care Navigator is someone who works in the reception area of your local GP Practice, whose job it is to support you in getting the help you need.

Care Navigators undergo specialist training and, as part of their role, have access to a directory of services to help get you to the right place, at the right time. To enable them to do this, they will ask you some questions about your condition. They will then signpost you to sources of help, advocacy and support, and help you to play an active role in managing your own health.

When directing you to the most appropriate service for your needs, they may also help you with things like booking an appointment.

### Meet our Team

Dr Lindsay Guest — Clinical Lead who joined us in Spring 2017. Area of interest is diabetes.

Dr Carol Wing Yin Ng — GP who joined us in Summer 2020. Areas of interest are dermatology and teaching students.

Dr Joe Sampson — GP who joined us in Autumn 2020.

Elizabeth Dunn — Advanced Clinical Practitioner who joined us in Spring 2020. Areas of interest are minor illness and diabetes.

Sarah Pay — Advanced Clinical Practitioner who joined us in Summer 2021. Areas of interest are women's health, paediatrics and respiratory.

Lisa Chaytor — Advanced Clinical Practitioner who joined us in Summer 2021. Area of interest is cardiology.

Sharon Ditchburn — Clinical Pharmacist who joined us in Winter 2018. Area of interest is mental health.

## Practice Services

As a patient at King Street Medical Centre, you have access to additional services to support your health and wellbeing.

### NHS Health Checks

We are working with our YOURhealth service to offer free NHS Health Checks to all our patients.

The check includes a cholesterol and blood pressure check, height, weight and waist measurement. To make an appointment, please call 0800 9177752 or email [HNF-TR.healthtrainers@nhs.net](mailto:HNF-TR.healthtrainers@nhs.net)

### Mental Health Support

Please know that there is support in the East Riding for you if you need it.

Our Emotional Wellbeing Service can be referred into by yourself or your GP, and it is included as part of NHS services.

Learn more here: <https://humberews.co.uk/>

## Gathering Your Feedback

Completing our data collection surveys allows us to gather data about your experience and improve over time. We reached out following our GP Survey in August 2021, and have been working on responding to your feedback since then. This is an ongoing process and we will continue to ask for feedback.

Most recently, we asked questions to better understand the ethnicity of individuals on our patient list. This information can help us care for you —thank you for your help with this request, we received over 2,500 responses!

Next, we will send a request via text message, to ask you about your experiences when using our Engage Consult platform, which can be accessed via our website or clicking this link <https://engage.gp/6970/#/portal>. This is our online consultation service.

We would also like to say a big 'thank you' to those using Engage Consult as we received **3,003** enquiries in 2021, showing that more of our patients are utilising the digital methods of access available to you.



## Have Your Say — Get Involved in Your Local Community Groups

We appreciate that there is always a lot to take in, in these newsletters, and that there may have been substantial changes to the ways in which GP Practices across the region work, since the last time you visited us.

It is for this reason that we have developed this section, to share with you some of the latest tools and resources you have access to as a patient at our Practice.

### Our Patient Participation Group (PPG)

We are looking for patients to join our PPG group. The purpose of a PPG is to provide a means for patients to be more involved in the services they receive, to explore complaints and survey results, and to propose feedback for future developments and change.

Being part of the Virtual PPG membership does not take up a lot of your time, but it can make a big difference. It gives you the opportunity to provide vital feedback which helps to develop the Practice services. Members of the PPG meet quarterly. We would also like to establish an annual meeting for patients to attend

Any registered member of the Practice can join the group, but there is a process to be followed if you wish to sign up. Please see this page on our website for more information: <https://kingstreetmedicalcentre.nhs.uk/contact/patient-participation-group/>



### ‘involve’ Patient Network

‘involve’ is a local network for East Riding of Yorkshire residents who are registered with an East Riding GP and who care about the NHS.

Members of the involve patient network help us by contributing their views, and if they wish, volunteering their time to contribute views through surveys, focus groups and conversations – you can choose how much you want to be involved.

If this sparks your interest, please find out more on the East Riding of Yorkshire NHS CCG’s website, here:

<https://www.eastridingofyorkshireccg.nhs.uk/opportunities/involve/>

## The Best Ways to Reach Us

To help you understand the ways you can access your local Practice, we would like to remind you of the 3 core methods below.

**Engage Consult** — an online portal that you can access via our website, to submit details about your current problem.

A member of our team will review your information and get back to you within 48 hours to discuss the most beneficial next steps. Next steps may include a telephone appointment, an appointment in the Practice, or a referral to another service. Rest assured, the next step you are encouraged to take will be based on your individual needs and the most appropriate way to get support for that need. You can visit the online portal here: <https://engage.gp/6970/#/portal>

**Telephone Call** — you can contact us during our opening hours via telephone on 01483692333

As you may have read on the first page of this newsletter, our telephone call data has improved significantly since we have worked hard to communicate alternative ways of contact at our Practice.

That being said, wait times can continue to increase during busy periods, such as first thing in a morning. If your query is not urgent, we encourage you to call later in the day to avoid these times.

**Visit the Practice** — while we do not encourage large numbers of people to visit the Practice unnecessarily during the Covid-19 pandemic, we would like to remind patients who prefer this method that this option is still available to you.

Our reception team would be pleased to help you with your query. We would just like to remind you to please social distance and wear a mask when visiting.

## Research supported by your local Practice

Did you know that we have a research team that works with our Practice?

Find out more, including how to get involved, here: <https://kingstreetmedicalcentre.nhs.uk/services/#research>

## Useful Information and Resources

As a patient at our Practice, you have access to a wide range of useful information and resources to help you stay well and informed. We are also pleased to include some updates about changes at the Practice in this section.

### Can't get to the Practice?

Patients who are unable to get to the practice under their own steam have options available to them. Beverley Community Lift is a good option for those who are well enough to come in but are without transport. Visit their website for more information: <http://bclift.org.uk/>

Also, home visits will be provided if the patient is bedbound or terminally ill. Please contact the Practice if this is something you or a loved one requires.

### Register for text message updates

We would like to remind patients that we send updates about the practice regularly over text message, if you would like sign up to this please check this with us the next time you call, pop in, or update your preferences via your online account.

You must also let us know when your mobile number changes, so we can keep your records up to date.



### Intercom update

Patients who have visited the Practice will notice that we continue to have an intercom on our front door as we have to monitor the number of patients in our waiting room and to ensure patients wear a mask. We regularly review the need for this in line with government guidance for the NHS.

### Be Kind

At our Practice, we operate a Zero Tolerance Policy for harassment and abuse towards our staff.

We understand that some of you may feel that we are not working in the ways that you are used to, or would prefer, however, we are working in line with national guidance and our team are working exceptionally hard to deliver high standards of care to all our patients.

We would greatly appreciate if everyone could be mindful of this and treat our staff with kindness when working with us.

### Parking Update

Following patient feedback regarding the increasing difficulty to park at King Street Surgery, we are introducing a new ANPR system.

Visitors **must** provide their registration number at the reception when entering the Practice, to ensure they're not faced with a fine for unauthorised parking.

This will ensure the car park remains for the use of staff, patients and visitors only, and that it is not being used by third parties due to our close proximity to local shops and schools.

Visitors can be assured that adequate signage will be displayed on site and that momentary drop offs and pickups will be granted a minimal grace period, allowing patients to access the site with ease when using alternative methods of transport, such as taxis.



### Closure notice

From 12 noon on **Wednesday 15th June** the Practice will be closed for staff training. The Practice will open as normal on the following day, Thursday 16th June 2022.

Thank you for taking the time to read our quarterly Practice Newsletter.

We hope you have found the information relevant and useful to you.

If you have any feedback, please feel free to email our Communications Team on

[hnf-tr.communications@nhs.net](mailto:hnf-tr.communications@nhs.net)