

# King Street Medical Centre Newsletter

Issue: 02 | May 2022

## Welcome to our Practice Newsletter



We're pleased to send you our second addition of our King Street Medical Centre Newsletter.

In this edition, we discuss our further response to your feedback in relation to our online consultation service. We also outline the evolution of our Primary Care Network

(PCN) services and resources, to ensure you are having a positive experience with us. We will continue to share updates when these become available.

Look out for our updates in regards to the Practice and patient participation in the Active Brains study with the support of our Research team.

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**

### 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.

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.

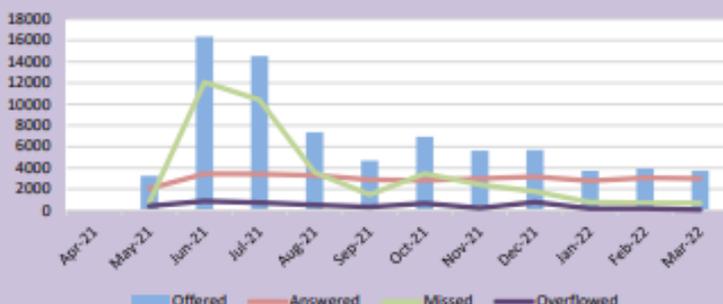
Ultimately, clearly explaining which options are available and providing choice has alleviated many of the issues around call handling and telephone wait times.

### Looking at the data

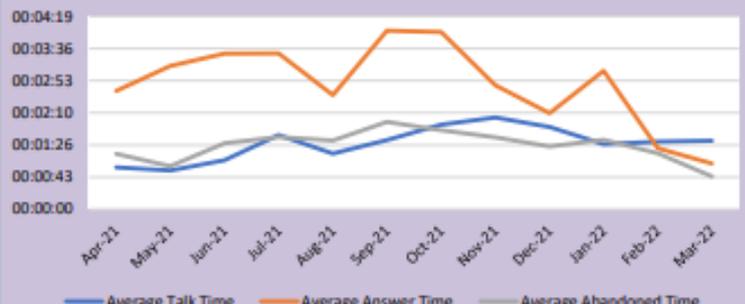
When analysing our call data for King Street Medical Centre, we can see the impact made to improve our average answer times.

We have also worked hard to reduce missed calls, the updated graphs below show the progress to March 2022.

Call Centre Telephone Data



Average Call Times



## Getting to know your Practice

We hope that you enjoy reading the latest news and updates at your local Practice, but we also hope that this newsletter will help you get to know your local Practice and the people who work here better.

### Meet our wider Primary Care Network (PCN) team

Since the NHS was created in 1948, the population has grown and people are living longer. Many people are living with long term conditions such as diabetes and heart disease, or suffer with mental health issues and may need to access their local health services more often.

To meet these needs, GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas, in groups of practices known as Primary Care Networks (PCNs).

Being part of a PCN means that we have access to additional services in the region, which is beneficial for our patients who may be experiencing problems that require a specialist referral.

### Accessing MSK services

First Contact Practitioners (FCP MSK) specialise in muscle, joint and nerve problems.

Harthill PCN is now offering our patients appointments with a FCP MSK for those who may be suffering from back and joint pain, including arthritis.

The additional service can help our patients avoid long GP and hospital waiting lists.

Speak to one of our Care Navigators to learn more about this and discuss your eligibility.



## Gathering your feedback

Many thanks to those who provided feedback in regards to our online consultation service <https://engage.gp/6970/#/portal>

Feedback indicates a largely positive, efficient experience for patients with comments below:



## 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/>

## Active Brains research study

The Active Brains research study aims to find out if using the Active Brains website is useful for people aged 60-85, who are proactively taking steps to keep their brain healthy.

The study is now well in motion at King Street with **34 patients** signed up and it will last for five years.

About two thirds of people in the study will be in a group who can use Active Brains straight away.

The remaining third will carry on with usual care and get brief advice about a healthy lifestyle. Which group people are placed in will be decided by chance, which means your input to the study is not guaranteed either way.

Everyone involved the study will continue to receive their usual health and social care, should they have it already in place or need additional support throughout the study.

Those who are placed in the Active Brains group will be expected to complete online puzzle games for a few minutes on a regular basis.

For all participants, an evaluation of how they feel and respond to questions will be prepared at the start of the study, and then again each year as the study continues. This will enable the research team to gather results which can then be compared, to show any improvement or change over the course of the study.

Clive Nicholson, Primary Care Research Nurse/Practitioner, Humber Teaching NHS Foundation Trust, said:

**“It’s great to see that the study has been so well received by patients and the Practice staff have been really helpful in getting this study underway. Thank you!”**

## Improving Access to GP services

We're working with partners in the East Riding to improve access to Primary Care in the local area.

Following the Government mandate to NHS England that stated that all Clinical Commissioning Groups (CCGs) must "provide extended access to GP services, including at evenings and weekends, for 100% of their population", we are helping to ensure access is available during peak times of demand and on Bank Holidays.

The Improving Access service operates 365 days a year and will help to provide additional appointments between 18:30 - 20:00, Monday-Friday, and 09:00 -13:00, Saturday and Sunday.

Appointments during these extended hours may be at locations other than your own registered Practice, with a Clinician you may have not seen previously. A patient can be seen anywhere that is convenient for them, for example, if a patient lives in Goole but works in Beverley, they may want an appointment in Beverley after work. These appointments are pre-bookable, however some on the day appointments will be available, and all appointments must be for routine Primary Care, they are not out-of-hours, minor injuries or urgent care.

Your local Practice can support you to book these appointments, either by telephone or in person.

<https://improvingaccess.co.uk/>

## Electronic Repeat Dispensing

Electronic Repeat Dispensing is a process that allows a patient to obtain repeated supplies of their medication or appliances without the need for the prescriber or patient to authorise this monthly. We can arrange to send up to 12 months of your prescription electronically to your nominated pharmacy. Please speak to Sharon, our Pharmacist, in regards to your eligibility.

Watch Mo's medicine for more information:

<https://www.youtube.com/watch?v=L5yjUTM2FpQ>



Collecting prescriptions from your pharmacy without having to order them from your doctor **saves time for you**

## Reminder: changes to parking

Following patient feedback regarding the increasing difficulty to park at King Street Surgery, we introduced a new ANPR system in March. The new system is without pay and display meters, but visitors **must provide their registration number at the reception when entering the surgery**, 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 is 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 08 June 2022** the Practice will be closed for staff training.

The Practice will open as normal on the following day, Thursday 09 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)