

# King Street Medical Centre Newsletter

Issue: 04 | November 2022

## Welcome to our Practice Newsletter



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

In this edition, we discuss the ongoing evolution of our Practice and the Primary Care Network (PCN) team. We will continue to share updates when these become available.

Looking at our data over the last few months we can see that our engage consult use has decreased which we would like your help to change, and will talk more about this later in the newsletter.

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 Spring.

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

### Looking at our Data

Every Quarter, we release what we call our GP Infographics, which aim to give you an insight into the goings on at your local Practice.

The latest infographics can be found on the right hand side of this page, and relate to the three month period between July and September 2022.

We hope you find these infographics insightful.

You can also find them on the Practice website here:

<https://kingstreetmedicalcentre.nhs.uk/news/king-street-statistics/>

### KING STREET MEDICAL CENTRE

In the three months between July and September 2022, we have:

**7,973**  
ATTENDED APPOINTMENTS

**346**  
DID NOT ATTEND APPOINTMENTS

**21,844**  
TELEPHONE CALLS ANSWERED

**202**  
NEW REGISTRATIONS

**8,506**  
PRESCRIPTIONS ISSUED

**326**  
ONLINE CONSULTATIONS

**356**  
HOME VISITS

**7,525**  
TOTAL PATIENTS REGISTERED



## Getting to Know Your Practice

We hope that you enjoy reading the latest news and updates from your local Practice, but we also hope that this newsletter will help you get to know the people who work here, and as part of our wider Primary Care Network (PCN), better.



## PCN update

Harthill PCN continue their recruitment drive for substantive staff who can support our Practices.

You may remember in the last edition we mentioned **Andy**, our **PCN Paramedic**, who will be supporting our local are home population.

We are pleased to share that the PCN have since been successful in recruiting an additional Paramedic, **Jack**, who will lbe working closely with our clinical teams.

## Internal development

Congratulations to **Debbie** who has been working really hard to achieve her phlebotomy qualification! This will help us increase our capacity for blood appointments.

## Extended Access updates

### Recent survey engagement

We would like to send our thanks to all the patients who took the time to feedback regarding the Extended Access provision (appointments outside of core hours) that we provide. It gave us a real insight into the access you would prefer, including times and methods, with 677 responses from King Street patients. Thank you!



### Extended Access has a new name!

Our provision of appointments that are available outside of core hours (8am-6pm) is now called **Enhanced Access**. Based on patient feedback in the practice and from the recent survey we have reviewed our access and will continue with the early morning Practice Nurse and Health Care Assistant (HCA) provision and be introducing an additional evening

From Tuesday 14/11/2022 the practice will offer a range of a face to face appointments including GP and Advanced Clinical Practitioners from 6.30pm-7.30pm

Our care navigators will routinely offer appointments for this but please let them know if you have specific requirements to fit around . There are also other weekends and evenings within the Primary Care Network that are available to you as part of this enhanced access provision.

## Engage Consult

Engage Consult is an online communication service that you can use to ask for help and advice from your Practice, about a non-emergency medical problem. Engage Consult can be used from any mobile phone, tablet or computer.

Over the last few months, we have seen a decrease in the number of people using this method, and an increase in demand on our telephone lines. We would like to kindly ask you to please consider using Engage Consult in the future. Feedback from those who already use the system call it 'Good and quick to use' as well as 'Easy to use' and overall comments remain positive.

Engage Consultation Enquiries received	162	170	133	132	121	117	128	127	110	89
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As demand increases throughout winter, we want to make sure you know your access options and how new methods of contact may help you. If you've not tried Engage Consult before, please give it a try here:

<https://engage.gp/6970/#/portal>

## Covid-19 and flu vaccinations

Many thanks to those that have already attended the Practice for their Covid-19 and / or Flu vaccinations.

We're currently reviewing our supply. Once this process is complete, should we have additional doses available, we will contact patients to arrange an appointment.



### '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/>

## Research at King Street

The Active Brains Research Study aims to explore whether using the Active Brains website is useful for people aged 60-85, who are proactively taking steps to keep their brain healthy.

We would like to take this opportunity to send a sincere **THANK YOU** to all our patients who have contributed to the current study—thanks to you, we are one of the top performing Practices in Yorkshire and the Humber!

Our Research team have recently developed and shared a video all about what they do and how you can get involved. This will be shown on our Practice screens.

If you're interested in learning more about Active Brains, visit the website here:

<https://www.activebrains.online/>

If you would like to participate and join dementia research, please visit the website below or pop into the Practice to collect a registration form.

[www.joindementiaresearch.nihr.ac.uk](http://www.joindementiaresearch.nihr.ac.uk)



# HELP BEAT DEMENTIA

Let researchers know you want to take part in their studies

Join Dementia Research is a nationwide service that allows people to register their interest in taking part in dementia research studies. People with dementia, their carers, and anyone interested in research can sign up.

Register online or over the phone today  
[www.joindementiaresearch.nihr.ac.uk](http://www.joindementiaresearch.nihr.ac.uk)

Alzheimer Scotland  
0808 808 3000

Alzheimer's Research UK  
0300 111 5 111

Alzheimer's Society  
0300 222 1122

Calls to Alzheimer Scotland are free. Calls to Alzheimer's Research UK and Alzheimer's Society cost no more than a national call from any type of phone or provider and calls are included in any free call packages on landlines and mobiles.

## Help for Households

As a Practice, we are conscious of the current cost of living crisis and how this may be affecting our patients in different ways.

East Riding Council have set up a range of support options for people living in local areas, including Cottingham.

This includes support for families and older people, disability services and adult care, urgent help, help with household bills, debt and money.

Please take a look at the leaflet to the right and visit the website for more information.

[www.eryc.link/costofliving](http://www.eryc.link/costofliving)

You can also find out more information regarding what your local Council can help you with, on their website here:

<https://www.eastriding.gov.uk/>

**Help for Households**

If you need help with the cost of living, we provide access to a range of services that might help.

- SUPPORT FOR FAMILIES**
  - Free school meals
  - School clothing grants
  - Help with childcare costs
- URGENT HELP WHEN IN NEED**
  - Emergency payment
  - Mental health support
- OLDER PEOPLE**
  - Pension advice
  - Winter benefits
  - Free TV licences
- HELP WITH HOUSEHOLD BILLS**
  - Benefits
  - Household support fund
  - Help with energy costs
- DISABILITY SERVICES AND ADULT CARE**
  - Disabled facilities grant
  - Blue Badges
  - Government benefits
  - Adults social care information
- DEBT AND MONEY**
  - Financial guidance from the council, government, community services and charities

[eryc.link/costofliving](http://eryc.link/costofliving)

**GET IN TOUCH**

SCAN ME 

For further information, please scan the QR code to visit our website. If you do not have access to the internet and need help, please call:  (01482) 393939

## Closure notice

From 12 noon on **Wednesday 16 November** the Practice will be closed for staff training.

The Practice will open as normal on the following day, Thursday 17th November.

## Christmas and New Year opening times

Our opening hours are slightly different over Christmas and New Year.

**Please make sure you order your prescriptions early enough to account for these changes.**

- OPEN Friday 23rd December
- CLOSED Saturday 24th — Tuesday 27th December
- OPEN Wednesday 28th — Friday 30th December
- CLOSED Saturday 31st — Monday 2nd January 2023
- OPEN as normal from Tuesday 3rd January 2023

**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)