

King Street Medical Centre Newsletter

Issue: 05 | February 2023

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 we can see a rise in our engage consult data since our last newsletter! Thanks so much to all the patients who have been using this tool!

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 hmf-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 October—December 2022

We hope you find these infographics insightful.

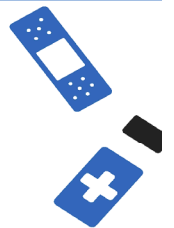
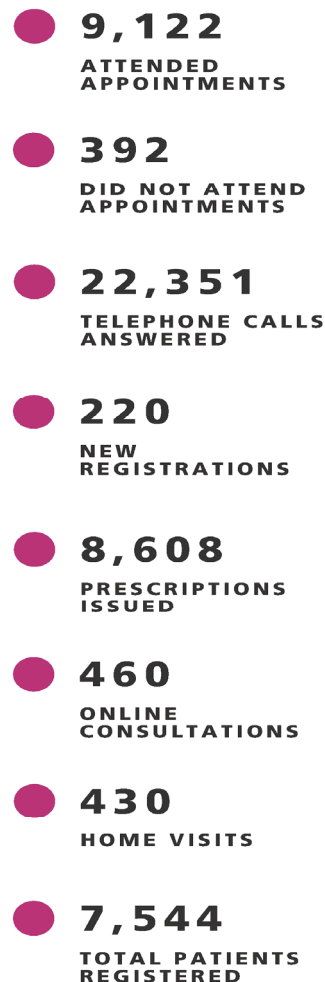
You can also find them on the Practice website here:

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

WE'RE WORKING HARD TO KEEP YOU WELL

KING STREET MEDICAL CENTRE

In the three months between October and December 2022, we have:



Getting to Know Your Practice & Primary Care Network (PCN)

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, and as part of our wider PCN group better.



Primary Care Network Update

Harthill PCN—another recent success for our network team. We have the pleasure of introducing **Eleanor our 2nd PCN pharmacist** to joined our extended team

Friends & Family Feedback

Its great to get feedback from our patients to work on what we can do to make your experience better. We've recently had to change the system we use to get feedback via text message. So we say goodbye to Mjog, and say Hello to AccuRx.



Many of you may be familiar with AccuRx when asked for photographs or information via message. We're trying to streamline how many types of digital solutions we offer to you.



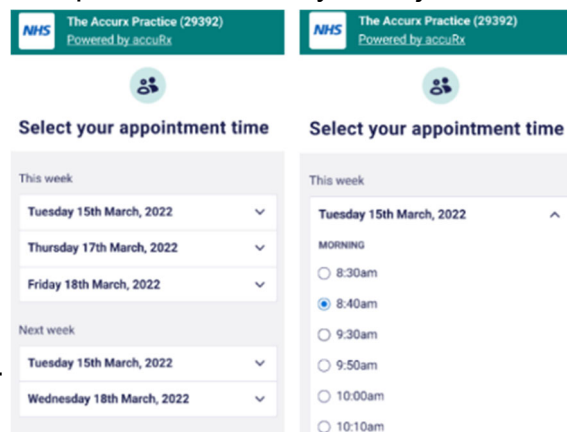
AccuRx floreys and Self-book

Many thanks to those patients who have been helping us trial the new service provided by AccuRx. They have mini surveys, called “floreys” that we have been sending out to patients via text message, gaining valuable information about how they're managing their chronic conditions. We've had blood pressure readings in and information about peoples Asthma so far. It's a great way for us to get information and

think about what else we can do to support you with your long term condition and prioritise seeing you if you're not doing too well. We may in the up and coming months send you another to start of the “new year” (in general practice this is April—March) so please complete this even if you've just done one as we add this into our updated recall process.

Self book

As we add patients into our updated recall system we are slowly testing the self book facility. This allows us to build specific clinics for a group of patients we would like to invite which then sends them out a text and allows them to find slots they need to book their reviews online. A great way to stay away from those telephone queues and keep the lines open for those who are unable to use this option. We're hoping that this will save our reception and administration teams time to be able to focus on other things, like answering the telephone or answering engage consults, emails, prepare referral letters and paperwork.



Enhanced Access Provision

Its great to see since the last newsletter our enhanced access appointments on an Tuesday evening are fully utilised. Sadly our practice nurse and health care assistant appointments are used a little less so we would encourage patients if they would like an early morning blood test or appointment that these are available from 7.30am , please ask your care navigator to book.

Engage Consult

Engage Consult is an online communication service. You can use this messaging service to ask for help about a non-emergency medical problem or for general advice from your doctor or other members of the King Street Medical Centre team. Engage Consult can be used from any mobile phone, tablet or computer.



We mentioned in our last newsletter that our online consultation numbers per month was dropping and the demand on our telephones (queuing and call volumes) was increasing.

Engage Consultation Enquiries received	89	104	110	246

You can see below at 89 in the month.

For the month of December we received 246!

Thank you for using the online tools available

to free up the telephone systems for those who are unable to. And a special thank you to our clinical and administrative teams who processed all of these and attended to your medical needs

Feedback on our Engage Consult system remains positive, with comments such as "Good, quick and easy for a simple issue" "Easy to use"

'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/>



Volunteers

[Volunteering \(humber.nhs.uk\)](http://humber.nhs.uk) [Get Involved \(humber.nhs.uk\)](http://humber.nhs.uk)

Special mention to **Jamie** our most recent volunteer for all his help. You may have seen him in the waiting room over the last 6 months, supporting patients with how to use our electronic check in screen or in the back office helping Joyce organised and reconcile our medical records.

Volunteers are an important part of our Trust; supporting us to achieve our vision of being a caring organisation, which keeps people at the heart of everything we do. If you are able to offer commitment and enthusiasm then we may have the role for you.

Who can volunteer? Are you 18 or older? ,Can you attend regularly (usually once a week for at least six months)? Do you enjoy helping others and mixing with people? Are you legally allowed to volunteer in the UK?

Contact information Tel: 0800 9177 752 Email: hnf-tr.voluntaryservices@nhs.net

Twitter: @HumberVoluntary **Facebook:** @humbernhsft

Voluntary Services Team
Humber Teaching NHS Foundation Trust
Mary Seacole Building (Entrance 2)
Willerby Hill
Hull
East Riding of Yorkshire
HU10 6ED



Internal development

Congratulations to **Lucy P** our senior administrator who has been working really hard over the last 18 months to gain her leadership qualifications. **Well done Lucy!**



NHS111 online / symptom checker (<https://111.nhs.uk/>)

Parts of the NHS will be on strike on 6, 7, 10, 17, 20 and 22 February. Waiting times might be longer, but it's important to get medical help if you need it. Help will always be available in an emergency. If you think you need medical help now. 111 online can tell you what to do next.

When to call 111 instead

[Call 111](#) to speak to someone if you need to:

- discuss complex medical problems
 - discuss worries about a long-term condition
 - get end-of-life care, or report a death
- report child protection or vulnerable adult concern



Covid Spring 2023 Vaccinations

We're working closely with our network of practices Harthill PCN to review the up and coming provision of covid spring booster vaccinations. We will be in touch to those that are eligible over the coming months and will share this information when its available

Closure notice

From 12 noon on **Thursday 9th March 2023** the Practice will be closed for staff training. The Practice will open as normal on the following day from 8am, Friday 10th March 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