

Newsletter

STRAND MEDICAL



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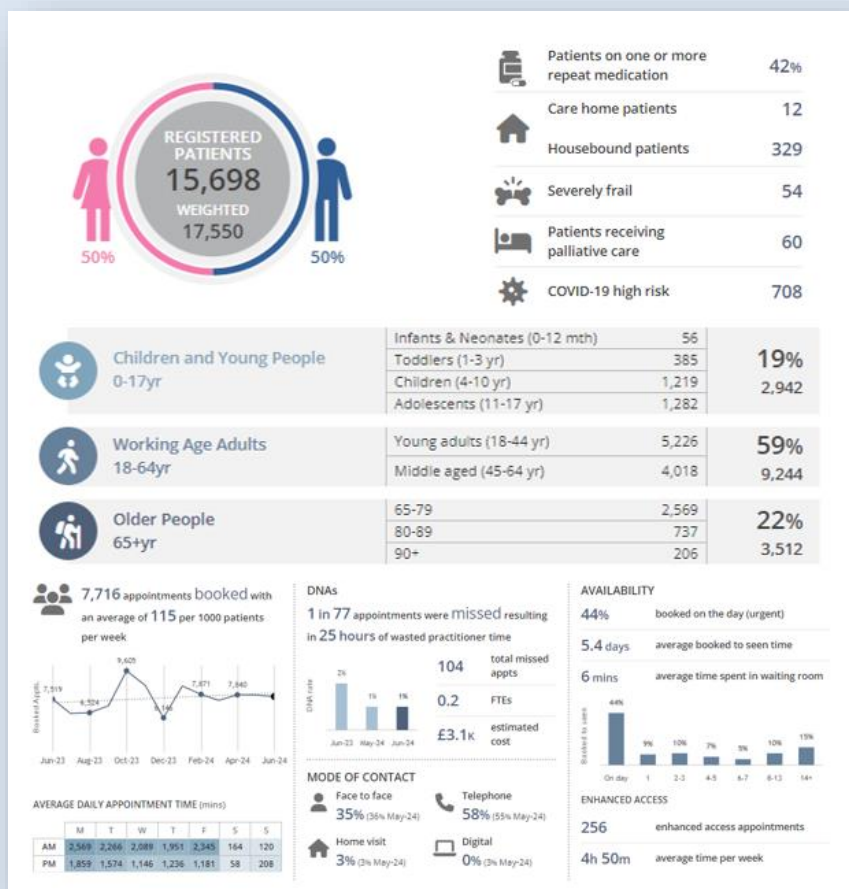
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Welcome...

to the Strands 2024 September Newsletter. In this edition, we would like to bring you up to speed with what has been happening in the surgery.

We would like to take this opportunity to thank the PPG (Patient Participation Group) for their continued support, all of whom have been integral in the development of the surgery over the years. Please see the PPG section of this newsletter for updates and how to join the PPG group so you can have your say on how we can improve.

WHAT HAVE WE BEEN DOING?



The data to the left is an overview of our activity in June 2024.

We had 15,698 patients registered with us and we received 8,963 telephone calls. We booked 7,716 appointments, 2700 of which (35%) were face to face, and only 81 patients failed to attend. So thank you to the patients who told us that they were unable to attend ahead of time.

We carried out over 230 home visits – please remember home visits are reserved for patients who genuinely cannot come into the surgery, as opposed to those that wish not to.

MEET THE TEAM

Behind the scenes, there is a dedicated team making sure the surgery operates as smoothly as possible. They take care of administrative duties as well as non NHS work and ensure the surgery remains compliant with all regulations.

- 4 Partners
- 2 Salaried GPs
- 2 long term locum GPs
- 2 Paramedic Practitioners
- 5 Advanced & Nurse Practitioners
- 1 Lead Nurse
- 6 Practice Nurses
- 4 Health Care assistants
- 1 Phlebotomist
- 2 Pharmacists. 1 Pharmacy Technician
- 3 Patient Care Coordinators
- 3 Medical Secretaries
- 5 Administration members
- 13 Receptionists
- 3 Shift Leaders
- 1 Head of Reception
- 1 Finance & HR Officer
- 1 Quality Co-ordinator
- 1 Deputy Practice Manager
- 1 Practice Business Manager

MYTH BUSTING...

You don't see anyone, and the waiting room is always quiet



In June we saw 2700 patients in the surgery. That equates to just over 670 a week. At times our waiting room may be quieter, however we regularly offer early morning and planned weekend appointments, we also now spread our appointments throughout the day, therefore reducing the number of patients in the surgery and minimising the risk of infection.

I handed in my prescription request 2 days ago and it's still not ready



It can take up to 3 working days to complete a prescription request. Sometimes the clinicians need to review your medication in order to ensure there are no complications with prescribing your medication. We now send the vast majority of prescriptions directly to a pharmacy electronically, it can take them time to organise your medication, so please allow up to 5 working days.

My referral was made weeks ago, why haven't I been contacted yet?



Regretfully, we have no control or influence over how quickly appointments are booked by third parties such as Hospitals, CAMHS or ADHD assessments. As reported in the media, due to the pressure on all aspects of the NHS some referrals are taking longer than anyone would like. Please contact the hospital or service provider directly to find out how long your referral will take.

I called the surgery 2 hours ago, why haven't you called me back yet?



We deal with all calls that are identified as urgent on the day. Less urgent calls may be dealt with on another day. Our core opening hours are 8am to 6.30pm, therefore we may call you at any time during these hours, and occasionally we may call after. We know every call is important, however we need to assess each one that comes in, therefore you may get a call back later in the day. Please remember we are not an emergency service.

KLINIK – A NEW WAY OF ACCESSING YOUR SURGERY

We have always tried to be proactive about patient access, and fully appreciate that on occasions contacting us (along with other health services) has been a challenge.

Over the years we have regularly reviewed our appointment system and made changes in line with patient

feedback, but we appreciate more needed to be done.

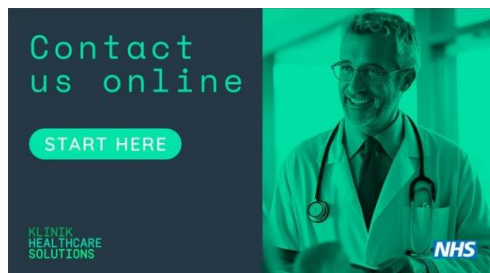
On average, our Duty team deal with over 150 patient contacts a day, meaning we are working way beyond the suggestion of 25 contacts per day per GP on shift (BMA guidance). Due to the levels of demand, on occasions we have needed to ask patients with non-urgent problems to call back the next day, we know this was not always convenient. Equally we are aware that booking a routine appointment has been difficult.

In order to address this, we have met with our patient participation group and staff and invested in a new system called **KLINIK**.

KLINIK is an online triage system that will ensure everyone is treated equitably, it helps us identify urgent cases that need to be dealt with that day, and cases that are classed as routine will continue to be dealt with swiftly, but not necessarily on the same day. (Our team will inform you of the next steps upon receipt of your submission)

Our reception team are fully trained on **KLINIK** so they can talk through the form and help those who do not have access to a computer or have a condition that means it is not possible to complete the form. This will ensure every contact with the surgery receives the same level of high quality triage. We have also set up a computer in our waiting room and have been training patients on how to use the system. (Please speak to a member of the team if you would like any assistance).

Please note: if you are requesting a blood test, smear or any other straightforward request you can call the surgery.



PRACTICE TRAINING AFTERNOONS

We are committed to providing high quality patient care and staying up to date with the latest clinical guidance. Therefore GP practices across Worthing will be closed for staff training on the following date:

- 9th October 2024 (Wednesday)

During the closure an alternate number will be provided for urgent needs, please listen to our telephone message on the day.

NEXT PPG AGM MEETING

Our next Patient Participation group AGM meeting is scheduled for 17th September at 7pm. We will also be giving a presentation on diabetes. If you would like to join the PPG please email the PPG secretary: anita.nutt@nhs.net

WHAT DOES THE FUTURE HOLD?

The landscape is changing, along with patient expectations. Trying to keep up with Amazon's same day delivery model, isn't something the NHS is equipped to, or designed to do. The bottom line is it's incredibly pressurised. General practice is the front door of the NHS, dealing with 90% of all health care contacts with just 10% of the national budget.

It can be hard to untangle what you read or see in the media from what is happening in reality. Of course, what the media reports influences how people think and behave. We have lots of patients who remain incredibly grateful for the care they receive, and who clearly recognise the pressure the NHS is under. However to support the ever increasing demand, as well as the growing number of people with long-term conditions, the NHS will need to focus on Social Care as well as breaking down traditional barriers between care organisations, teams and funding streams.

Over the last few years, local surgeries have been working together in a bid to share resources and experience. This was evident during Covid, when the Strand was transformed into a mass vaccination site. We worked with other care providers, including the community and voluntary sectors to vaccinate tens of thousands of patients. Collaborative working is the way ahead, and we will soon be working much closer with pharmacies, hospitals and voluntary teams in a bid to improve patient care.

We are actively increasing our workforce, but a national shortage of GPs means this isn't easy. We have invested in, and integrated a multidisciplinary workforce, such as paramedics, pharmacists and advanced nurses. Therefore if you are called by someone that isn't a GP, please don't dismiss them, as the person you are speaking to may actually have more knowledge and experience about your condition.

We also ask you to work with us, as we are here to help. On occasions some of the demands placed on us are unfair, and the team can be at the receiving end of abuse if these expectations are not met. We appreciate everyone has a lot going on, especially at the moment and that calling us may cause additional anxiety or stress, however we are committed to working with our patients to breaking down any barriers or preconceptions about accessing health care. So if you are passionate about health or have lived experience with chronic diseases why not consider joining our PPG (Patient Participation Group) so that your voice can be heard.

We are proud of what we do, and want our patients to be equally as proud to be looked after by us.

PRESCRIBING ANTIBIOTICS

The Health service is trying to reduce antibiotic prescribing. Did you know that you can carry resistant bacteria for up to a year after taking an antibiotic? What this means is that bacteria will not be killed off if you are given the same antibiotic again within that year. This is why it is best to use antibiotics only when you need them just in case you get something really serious. Antibiotics also do not work in up to 90% of sore throats. Antibiotics DO NOT work against influenza (Flu).

Do more with the NHS App!



-  Order repeat prescriptions
 -  Book appointments
 -  View your records
- And much more...

PRESCRIPTIONS

Please ensure you request your prescription in time. They can take up to 3 working days for us to send them to the pharmacy as on occasions we need to carry out medication reviews to ensure it is safe for you to keep taking the medication.

Please avoid calling the team and asking for yours to be done immediately.

Don't forget you can download the NHS APP and request your prescriptions without needing to contact us, alternately find the email address on our website to email your request.




Join your Patient Participation Group

PPGs represent patients & provide feedback on GP practices, helping to drive change. If you are interested in joining the Strand PPG please email Anita Nutt the PPG Secretary: anita.nutt@nhs.net



Take part in Patient Surveys

Improve the patient experience

Bring the patient's perspective


Get a better understanding of your surgery

Share your experiences and suggestions


Be a friendly critic

TOGETHER, WE CAN HELP CARERS.


A carer is someone who looks after a family member or friend who could not manage without their support, due to illness, frailty, disability, mental health problems or addiction.



Lara is a parent carer, her son Daniel has autism




Maya cares for her husband Sejar who has dementia




Aleksander cares for his wife Lena who has limited mobility


At least 8% of your patient population are unpaid carers.



Kristina cares for her neighbour Hannah who is frail



Joey cares for his mum Patricia who has epilepsy



Niamh cares for her mum Dierde who has cancer

IDENTIFY

Tell unpaid carers about their local carers organisation or make a referral.

REFER



Value the contribution unpaid carers give in all aspects of planning care.

SUPPORT

Recognise the unpaid carer and family carers you come into contact with.

We are asking for your help in referring or signposting those carers to Carers Support West Sussex, so they can access the support they are entitled to.

If you and your team need support to recognise unpaid carers, contact us today to find out how we can help you. Email: Primary.Care.Engagement@Carerssupport.org.uk

The Strand PPG



The Patients' Voice

We need you



AGM
Presentation on
Diabetes
if you are a registered patient
come & join us

AGM
17th September
7pm at the Strand
Come join us

Do you have an interest in contributing towards improving services at your GP surgery? Would you like to have a say in the way your local health services are delivered?

Did you know that you can volunteer and join the Patient Participation Group? We are always looking for new members.

Joining the PPG doesn't need any specific training, it just requires a keen and focused interest in taking positive action to help the practice, the individual patients and the local community.

The PPG has an important role in helping patients have a say in the way services are delivered in the best way to meet their needs and the needs of the local community.

The aim of the PPG is to provide support and patient feedback to the surgery to ensure all patients can be provided with good quality health care services from the practice.

Join us as an ACTIVE member (attending in person) or as a VIRTUAL member (via email if you can't attend meetings in person). We meet at the surgery every 2 months and our newsletters are available to read on the PPG page of the surgery website.

TO FIND OUT MORE PLEASE CONTACT THE PPG SECRETARY ANITA NUTT:
anita.nutt@nhs.net

Changes are coming thick and fast, the way primary health care is being delivered has had to change to ensure the needs of patients are being met, in the most effective way. By joining the PPG you will have a chance to shape the future of your health care. Patient views are essential to the ongoing continuous improvement and quality of care. To support and enable the practice to maintain high standards and a responsive service delivery it needs patient feedback and involvement. This is most productively done via the PPG.



Carers Support West Sussex offers free support to unpaid carers registered with the service. It is estimated that the total number of carers in the UK today is around 10.6 million, which means that 1 in 5 adults are providing care.

This is why the work we do within the community is vital to identifying and supporting those unpaid carers.

The work we do with the Strand Medical Group is testament to the staff who work there. They feel as passionate as we do about providing the right support for you and to refer you to the right services available in your local area.

Over 90% of carers registered with CSWS said the support enabled them to continue in the caring role.

The wellbeing team will talk to you about your caring role and can provide the following service.

- Carer Contingency Planning with access to a carer emergency card
- Emotional Support
- Carer Coaching
- Carers Assessments
- Practical guidance
- Information relevant to your caring situation
- Carers groups
- Support with hospital admission & discharge

To register with Carers Support Call 0300 028 8888 or you can e-mail us at info@carerssupport.org.uk visit www.carerssupport.org.uk Also speak to your surgery about registering with them as an unpaid carer.