

Newsletter

STRAND MEDICAL



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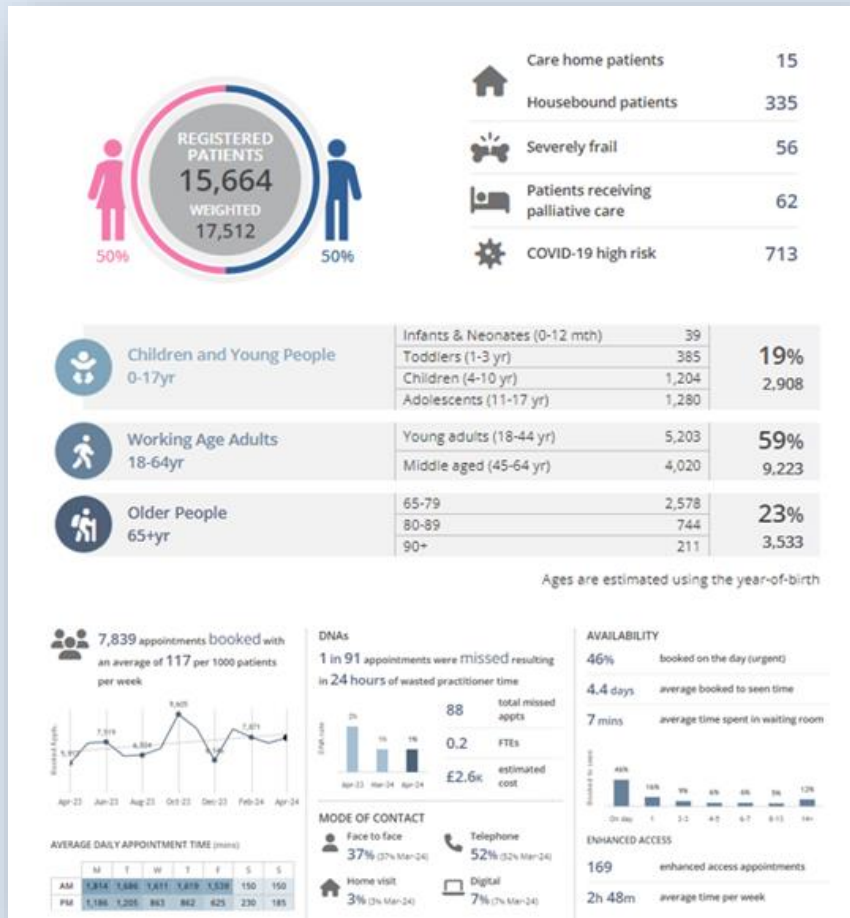
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Welcome...

to the Strands 2024 Summer Newsletter. In this edition, we would like to bring you up to speed with what has been happening and what we envisage will happen in the surgery and the local health economy over the coming period. We would also 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. Please see the PPG section of this newsletter for updates and opportunities to join the group and have a say on how the surgery runs.

HOW BUSY ARE WE..?



We would like to dispel any myths that our waiting room is empty, due to us not seeing many patients. On the contrary, we are treating and seeing more patients than we ever had. Our all day booking system means that we are able to keep waiting times down, and therefore avoid the waiting room from clogging up as we still need to manage the risk of cross infection. The data below shows the Strands activity in April 2024. We booked 7,839 appointments, 37% of which resulted in a face-to-face consultation.

MEET THE TEAM

Behind the scenes, there is a team of dedicated staff members working together to ensure the surgery operates as smoothly as possible, as well as taking care of administrative, non NHS tasks/work, compliance etc...

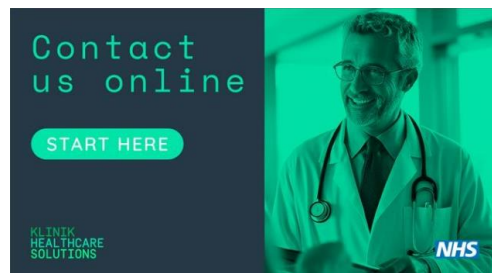
- 4 Partners
- 2 Salaried GPs
- 2 Long Term Locum GPs
- 2 Paramedic Practitioners
- 5 Advanced & Nurse Practitioners
- 1 Lead Nurse
- 6 Practice Nurses
- 5 Health Care Assistants
- 2 Pharmacists
- 1 Pharmacy Technician
- 3 Patient Care Coordinators
- 3 Medical Secretaries
- 5 Administration Members
- 13 Receptionists
- 3 Shift Leaders
- 1 Head of Reception
- 1 Finance & HR Officer
- 1 Quality Coordinator
- 1 Deputy Practice Manager
- 1 Practice Business Manager

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 constantly 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 (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 appreciate this was inconvenient, 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, staff and invested in a new system called **KLINIK**.

KLINIK is an online triage system that will ensure patients are treated equitably, it will also identify urgent cases that need to be dealt with that day, cases that are classed as routine will continue to be dealt with swiftly, but not necessarily that 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 patients that 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 note: if you are requesting a blood test, smear or any other straightforward request, please just call the team.

PRACTICE TRAINING AFTERNOONS

Our team 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 dates:

- 9th July 2024 (Tuesday)
- 9th October 2024 (Wednesday)

During the closures an alternate number will be given for urgent needs.

NEXT PPG MEETING

Our next Patient Participation Group meeting is scheduled for 16th July at 6:30pm. If you would like to join the PPG please email the PPG secretary:

anita.nutt@nhs.net

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 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!



NHS App

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

COVID 19 BOOSTERS

This year Covid boosters are available for anyone aged 75 years and over and those patients that are immunosuppressed.

We are busy vaccinating our housebound patients as well as running weekend and weekday clinics for those able to come into the surgery. If we have not contacted you yet, please call the surgery after 10am to book an appointment or be placed on a waiting list.

Strand Medical
Quality Health Matters

NHS

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.



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

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 friend 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: PrimaryCareEngagement@Carerssupport.org.uk



Carers Support West Sussex

The Strand PPG



The Patients' Voice

We need you



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

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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.