

# **PARISH FIELDS PRACTICE**

## **MAY 2024 NEWSLETTER**



### **INTRODUCTION AND UPDATE**

Welcome to our May 2024 Newsletter. We hope that you find the information useful, and please let us know if there are any topics you would like to see in future newsletters from the Practice.

Demand on GP Practices across the country remains extremely high. BMA figures indicate that General Practice now offers an average of 1.4 million appointments daily, the equivalent of half of England's population having an appointment every single month.

Here at Parish Fields in March, the average number of appointments was 240 per day, with our Reception team answering over 3,500 telephone calls during the month. At peak times we have recently seen incoming telephone call volumes at 100 per hour.

A reminder that, patients can seek guidance for a wide range of medical conditions on our website: <https://www.parishfields.co.uk>

On working days, the "Appointments" section of the website also links to a form where patients can request advice/book an appointment. This form usually opens at 6am and we aim to keep this form open until 10.30am. After that, urgent (non-emergency) requests can still be raised by telephoning our Reception Team.

The Practice continues to offer additional clinics until 8pm on most Mondays along with periodic Saturday clinics.

Our Nursing Team have been very busy with the Spring Covid-19 vaccinations in April, initially for care home residents and housebound patients, with immunisation clinics for qualifying patients being scheduled during May. Full details on qualifying patients can be

found at: <https://ukhsa.blog.gov.uk/2024/04/16/whos-eligible-for-the-2024-covid-19-vaccine-or-spring-booster/>

In summary, with continued volumes of requests for same day care and support, each day we have to balance the demand appointments and access via our website whilst ensuring that our clinician's workload enables them to deliver safe clinical care.

In our June newsletter we will look at the roles of the wider healthcare team at the Practice.

## SELF HELP



Not all health conditions require input from the clinical team at the Practice. The NHS website has a considerable amount of information on medical conditions which can be managed by patients themselves using over the counter remedies and medication or using their local Pharmacy for advice. Please take a look at [www.nhs.uk](http://www.nhs.uk)

## ARMED FORCES VETERAN FRIENDLY ACCREDITED GP PRACTICE



We have recently become an armed Forces Veteran Friendly Accredited Practice and our staff will be going through additional training over the coming weeks.

In the meantime, some important points for patients who have served in the Armed Forces:

1. It is important to register with a GP, if you have not done so already, rather than wait until you need treatment.

2. If you have recently left the forces it is important to give your GP the paperwork that your military medical centre gave you.
3. Regardless of when you left the military please do tell us that you've served in the UK Armed Forces.

## **PATIENT PARTICIPATION GROUP**



We are looking for new members for our Patient Participation Group (PPG) at The Parish Fields Practice in Diss, Norfolk.

A (PPG) is a group of people who are patients of the surgery, who want to help it work as well as it can for patients, doctors, and staff.

Whether you have been to the surgery as a patient, parent, carer, or friend your experiences matter and you can bring different ideas to the surgery to help us improve what we do in some way.

You will also gain a better understanding of the NHS and gather feedback from other patients.

The next meeting of our PPG is being held at 2.30pm on Monday 29th April 2024 at the Parish Fields Practice site.

If you would like to come along to this meeting to learn more, with no commitment to attend further PPG meetings, please let the Practice know via our webpage [www.parityfields.co.uk/navigator/patient-participation-group-registration/](http://www.parityfields.co.uk/navigator/patient-participation-group-registration/) or by contacting Reception.