

THE PARISH FIELDS PRACTICE, DISS

NEWSLETTER AUGUST 2024

Welcome to our August newsletter.

On 1st August, we welcomed Dr Sabeena Foster as an additional GP at the Practice. Dr Foster brings a wealth of experience to the Practice, and she is looking forward to meeting and caring for the patients at Parish Fields.

STATISTICS AND PATIENT FEEDBACK FOR JULY

July was once again a very busy month at the Practice:

- We received 3,856 inbound telephone calls (approximately 200 per day)
- 5,598 appointments were booked (approximately 275 per day)
- Unfortunately, 152 appointments were lost in July because of patients' not attending and not letting us know beforehand. This does mean that over 97% of appointments booked were attended and we do realise that occasionally events and unforeseen circumstances mean that an appointment is missed. Anything you can do to help us further reduce these lost appointments would however be much appreciated, as this results in reduced waiting times for other patients. Even with very short notice of a cancelled appointment, it is highly likely that we will be able to book another patient into the cancelled appointment slot.

We would like to thank the 143 patients who took the time to provide feedback via text following their appointments in July. We were delighted that 125 of the responses rated their experience as "Very Good", with a further 12 patients giving a "Good" rating.

The very positive comments alongside these ratings were also much appreciated – this feedback is shared with our staff and discussed at Practice team meetings.

We always welcome feedback, including on aspects where patients believe we can improve the service to them. Patients can provide feedback via:

- Our website
- By completing a paper feedback form available at the Practice

- By speaking with Reception
- By completing the text message sent following attending an appointment

PRACTICE WEBSITE

Based on recent patient feedback, we will shortly be launching a new Practice website which we hope patients will find easier to access and navigate.

Our existing Practice website (<https://www.parishfields.co.uk/>) already contains a considerable amount of useful information for patients including;

- Repeat prescription requests
- A self-help section
- Appointment requests
- Online cancellation by patients of existing appointments
- Registering as a new patient
- Wellbeing and Health Reviews section
- Practice News

“DISS COVERED” & COMMUNITY ENGAGEMENT

The Practice was delighted to attend the “Diss Covered” World Café event in July. It was very interesting to hear how the residents in and around Diss would like to see the health and wellbeing facilities in the area develop and we look forward to the follow-up meeting from this event in September.

We are always keen to engage with community events and meetings, where patients can air their views and ask questions about developments at the Practice. This includes attendance at Parish Council meetings within the catchment area of the Practice. Please contact us if you would like the Practice Manager to attend any of these type of community events.

VACCINATIONS UPDATE (Influenza, Covid & RSV)

Our Nursing Team is already working on preparations for the next round of influenza and Covid-19 vaccinations.

In line with NHS England guidance, our 2024 influenza vaccination programme, including some Saturday clinics, is anticipated to commence on

3rd October. Further updates will be on our website in due course. Please do not contact the surgery in respect of these vaccinations at this time as clinics have not yet been finalised.

We also anticipate that the Practice will be offering Covid vaccinations for Autumn-Winter 2024/25, again, more details to follow shortly.

Please note that separate arrangements will be made to vaccinate those patients who are housebound or live in residential or nursing homes for influenza and/or Covid vaccinations.

Please support your Practice by having your annual influenza and Covid vaccination administered here.

There will also be a new RSV (Respiratory Syncytial Virus) vaccination available on the NHS from 1st September 2024.

You will be able to get this vaccine if:

- You are aged 75 to 79
- You turn 80 years old between 2nd September 2024 and 31st August 2025
- You are 28 weeks pregnant or more

If you are in either of the first 2 categories listed above, please wait for the Practice to contact you regarding arranging your vaccination appointment.

If you are 28 weeks pregnant or more, please contact the Practice from 1st September 2024 onwards to discuss your RSV vaccination.

PATIENT PARTICIPATION GROUP (PPG)

Thank you to those patients who have volunteered to join our PPG, which is now fully subscribed and has appointed a Chairperson and Secretary.

Our new website will have more details of the activities of the PPG over the coming months, and we will also soon be refreshing the dedicated PPG notice board in the waiting area at the Practice with more details.

The PPG is most important in providing an additional channel for patients to feedback to the Practice, and we are very grateful to those patients who have volunteered to give their time to support the Practice in this way.

MEDIA REPORTS – COLLECTIVE ACTION BY GPs

Recent news reports have mentioned that General Practitioners (GPs) and the British Medical Association (BMA) have recommended potential collective action, which could include reducing the number of appointments offered at GP practices.

We can confirm at Parish Fields that there have been no changes to the number of appointments currently offered as a result of this news.

Should there be any changes in the future, we will of course communicate them promptly to all our patients.

CAR PARKING AT THE PRACTICE

May we politely remind patients to park in the public car park when visiting the Practice and not in the areas directly in front of and at the side of the building. There is also a patient drop off area at the entrance at the bottom of the ramp leading to the Practice.

The car parking area immediately in front and side of the Practice is reserved for Practice/clinical staff, including the Community Nursing Team, many of whom need access to their vehicles during the day to visit patients away from the Practice.

In addition, the area in front of the Practice is required for ambulances and also for important deliveries.

AUGUST BANK HOLIDAY – MONDAY 26th AUGUST 2024

The Practice will be closed on this Bank Holiday.

In the event of a medical emergency, as usual, please telephone 999 and ask for the ambulance service. If same day medical assistance is required that is non urgent in nature, please contact 111 for next steps advice.

Details of pharmacies open in the area on Bank Holiday have been posted on the front doors of the Practice.

We hope that you find these newsletters useful, but please let us know if there are any topics you would like to see covered in future publications. Thank you for your continued support for the Practice and the team.

Simon Round

Practice Manager

11th August 2024