THE PARISH FIELDS PRACTICE

  **OCTOBER 2024 NEWSLETTER**



**Welcome to our October Newsletter.**

September saw an increase of almost **500** appointments booked at the Practice when compared with August, with a total of **4,973** appointments being booked in September.

Although the appointment attendance rate was over 97% in September, there were unfortunately 144 appointments lost in the month where patients booked for an appointment did not attend and did not let the Practice know beforehand. We would please ask that wherever possible you let us know, via Reception or our website if you are unable to attend your appointment so that we can offer it to another patient.

Our Reception Team was also very busy, with **4,085** incoming telephone calls, plus **2,451** requests received via our website during September.

**PATIENT FEEDBACK FROM SEPTEMBER**



Thank you to the **290** patients who provided feedback to the Practice during the month, **94.5%** of whom said they thought that the service and care provided by the Practice was “**Good**” or “**Very Good**”. The positive comments about the care provided are always shared with our staff and are genuinely much appreciated.

Looking at some of the feedback which expressed dissatisfaction with the service provided, there were 2 aspects to update in this Newsletter.

Firstly, there were a few patients who expressed their dissatisfaction that they had to wait up to 45 minutes beyond their scheduled appointment time. Whilst our clinicians try to keep to schedule, there are inevitably occasions where an issue arises during an appointment which warrants additional clinician time, and this can then have a knock-on effect for the rest of that clinic. An example of an issue that cannot be scheduled into the appointment time is where a clinician deems it appropriate to admit a patient to hospital care. We would hope all our patients would be understanding of this in the knowledge that they themselves would receive this same level of care if they ever found themselves in such a situation.

Overrunning clinics of course eat into our clinicians’ own time, and I remain grateful to our clinical team for their unfailing commitment to providing the best possible level of patient care to every patient and ensuring that all patients booked in to their clinics get seen that day regardless of what emergency situations arise.

The second piece of feedback relates to our patient check-in screen where some patients have reported an “incorrect name” appearing on the screen after they have entered their details. The name that appears on the check-in screen after a patient has entered their details is the name of the **CLINICIAN THAT THEY ARE SCHEDULED TO SEE** and **NOT** the patient’s own name. We have now put signage to this effect above the patient check-in screen.

**VACCINATION CLINICS**



The Practice Nursing Team, supported by our reception/administration teams, have been working extremely hard to plan and schedule RSV, Flu and Covid-19 clinics, including on some Saturdays in October and November.

If you are a patient who qualifies for any of these vaccinations, and you wish to receive your vaccination(s), please do support the Practice by booking to have these administered at the Practice. Appointments can be booked via our Reception (telephone or face-to-face) or via the Practice website (https://parishfields.co.uk/)

**LORD DARZI’S REPORT INTO THE STATE OF THE NHS**

On 12th September 2024, Lord Darzi published his independent investigation of the state of the NHS. The report is available to read online at : <https://www.gov.uk/government/publications/independent-investigation-of-the-nhs-in-england>

The report concluded that “the NHS is in a critical condition, but its vital signs are strong.”

The report mentions that the country has **16%** fewer qualified GPs than other high-income countries.

In **2015**, the average number of patients per GP was **1,947**. By **2023** this had increased to **2,295**. In addition, many tasks previously undertaken by hospitals or specialist services are now being passed back to GPs, without the required additional resources being made available to manage the increased workload. This inevitably leads to longer waiting times for patients to see a GP, and we fully understand how frustrating this can be for patients.

We are hopeful that the recommendations in the report will be listened to, but we understand that it will take years to reverse the impact of a decade of underfunding.

Everyone at Parish Fields is committed to doing our best with the resources that we have to provide the best possible level of patient care. With your support, we believe that positive change is possible, that we can all work to make the NHS stronger, and a service that this and future generations can be proud of and rely on.

**PATIENT ACCESS**

We hope that you have found our new website easier to navigate.

**Appointments**, **Prescriptions**, **Test Results** and **Sick Note** requests now all have their own sections on the front page of the website.

Routine Nurse/Healthcare Assistant appointments can be requested via the **Appointments** section on the website at any time. Please **ONLY** use the Nurse/Healthcare appointment request form for appointments with these clinicians and **NOT** for more urgent and/or GP appointments.

The “**Get Help for any Health Problem**” option within the **Appointments** section is to request a same day or next day appointment. This section opens at 6.30am on weekdays (excluding Bank Holidays). Our telephone lines open at 8.30am on these days.

Over the Summer, we have been working on a system which we expect to be operational in the near future whereby patients without access to the internet can access a similar level of services already available on our website, but via the telephone. We will keep patients updated when we have a definite live date for this new facility. 3.

**FLORENCO’S COFFEE MOBILE COFFEE**

We would like to thank Florenco’s Coffee for being in the car park at the Practice on Monday 30th September, which gave our staff a welcome treat during their coffee break, and patients also had the opportunity to purchase a range of hot drinks and cakes.

We are hoping to arrange another visit to the Practice from Florenco’s before Christmas.

**PATIENT PARTICIPATION GROUP (PPG)**

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After a break over the Summer, our PPG is scheduled to meet again on Wednesday 9th October. We will be updating the key points from our PPG meetings on the Practice website, and also on the dedicated PPG notice board in the Waiting Room.

Following feedback, we have recently reworked the notice boards in our Waiting Room into logical topic sections so that they are hopefully easier for patients to access.

We hope that you find these newsletters helpful. We always welcome feedback about the content of the Newsletter, or indeed any other feedback which you may have, as we continually strive to enhance the care our patients receive.

Patients can provide feedback by:

* Completing the forms available on our Reception Desk/Waiting Room
* Via the Feedback section on our website (accessed by typing “Feedback” into the search section of the website).
* Replying to the text message following an appointment with one of our clinicians
* Writing to the Practice Manager

Thank you for your continued support of the Practice.

Simon Round, Practice Manager

6th October 2024