



**Meeting** North Whiteley Development Forum

**Date and Time** Monday, 14th November, 2022 at 6.00 pm.

**Venue** Virtual via Microsoft Teams. If you wish to view this meeting live please go to [YouTube.com/WinchesterCC](https://www.youtube.com/WinchesterCC)

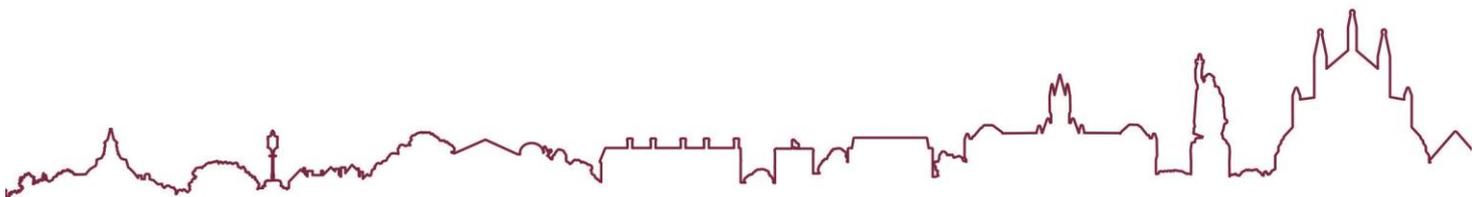
**S U P P L E M E N T A R Y   A G E N D A**

Agenda Item.

6. Update on Primary Care Services from Sovereign Health Partnership. (Pages 3 - 12)

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- 1.



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# North Whiteley Development Forum

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14<sup>TH</sup> NOVEMBER 2022

# Update on Primary Care Services

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1. Building capacity to support patients
2. Who is in the team
3. What GPs in the team do
4. Booking appointments
5. What you can do online
6. Listening to patients
7. Keeping patients informed

# 1. Building the capacity

## Our Priorities:

### 1. Rooms

- Additional consultation rooms subject to successful negotiation with the landlord and the Integrated Care Board (NHSE)

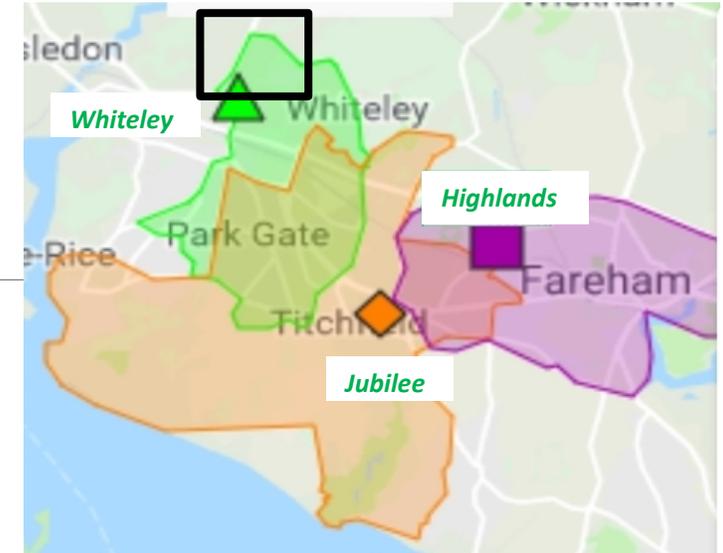
Pages

### 2. Car parking

- 'We understand that PHP, our landlord at Whiteley are preparing another application following some investigations and surveys relating to the ecological concerns that were identified when the initial application was made, we anticipate that this will be in the new year'

### 3. Workforce

- See next slide



**New households are registering at the practice**

(exact numbers – tbc - awaiting Postcode analysis)

# 2. Who is in the team now

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## WHITELEY BASED

### Permanent GP's

Dr Howden  
Dr Ridgway  
Dr Clay  
Dr Udo  
Dr Joshi



### GP Registrars on rotation

Dr Soliman  
Dr Edet  
Dr Amonker

## Other professionals across Sovereign

Practice Nurses - 9  
Healthcare assistants - 6  
Phlebotomists - 3  
Specialist nurses - 3  
Advanced Nurse practitioners – 4  
Paramedics - 2  
Physicians associate - 1  
Clinical Pharmacists - 5  
Pharmacist technicians -2  
Social Prescribers - 5  
Health & Wellbeing Coaches - 1  
Musculo-skeletal practitioners -2

## Sovereign Permanent GP's

Dr Lakes  
Dr Naylor  
Dr Bertram  
Dr Neale  
Dr Choudhury  
Dr Dixon  
Dr Lee  
Dr Rattray  
Dr Wade  
Dr Bowden  
Dr Johnston  
Dr Knight  
Dr Pethrick  
Dr Hudman

# 3. What GPs in the team do

*Face to face appointments – urgent problems, routine problems, coil fittings, mother and baby checks, minor ops, dementia health checks*

*Telephone appointments – urgent problems, routine problems*

**Triage/assess patient requests for care**

**Sign prescriptions**

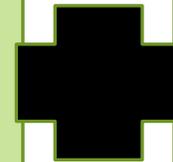
**Review blood test results**

**Action letters from the hospital**

**Make referrals**

**Sign sick notes**

**Sign reports and letters**



**Mentor GP registrars**

**Mentor Pharmacists**

**Mentor Physician associate**

**Agree diagnosis and treatment plans with**

- Paramedics
- Nurses & Nurse practitioners
- Pharmacists
- District nurses

*Nursing home ward rounds*

*Residential home ward rounds*

*Home visits*

# 4. How to book an appointment

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Type of appointment	What to do
<b>New medical problem</b>	Telephone or visit reception to complete an appointment request
<b>New symptoms or flare up of existing medical conditions</b>	Telephone or visit reception to complete an appointment request
<b>Annual review of long term condition</b>	Wait for your invitation/appointment (on or around birth month)
<b>Seasonal vaccination</b>	Wait for your invitation from the practice
<b>Childhood vaccinations</b>	Wait for your invitation from the practice
<b>Health checks</b>	Wait for your invitation from the practice
<b>Blood test requested by the GP</b>	Book online or telephone or visit reception
<b>Nurse appointment</b>	Book online (e.g. smears) or telephone or visit reception

*\*\* Digital access for appointment requests remains under review as part of our improvement plans following patient feedback Jan-Apr 2022 that e-consult was not working for them and caused delays in care and uncertainty*

# 5. What you can do online

## Practice website



## NHSApp



### book and cancel appointments

book, view and cancel appointments at your GP surgery (selected nurse appts only)



### view your record

access your GP medical record securely



### order repeat prescriptions

see your available medicines and place an order



### check your symptoms

find trusted NHS information on hundreds of conditions and treatments and get instant advice



### register your organ donation decision

choose to donate some or all of your organs and check your registered decision



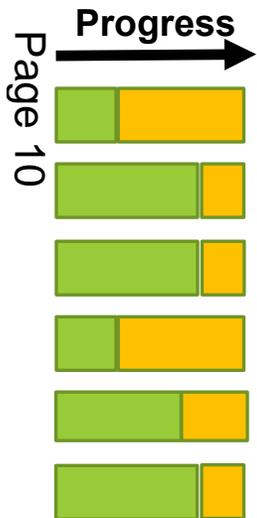
### find out how the NHS uses your data

choose if data from your health records can be shared for research and planning

# 6. Listening to patients

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**The most important things patients asked us to work on (May 2022):**



1. reduce wait times on our telephones
2. make sure our communications are better and reach more patients
3. offer more f2f appointments to patients who would find this beneficial
4. obtain a digital solution that works better than eConsult
5. explain better who can help and how things work
6. make access suitable and appropriate for all patient groups

# 7. Keeping patients informed

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**We publish a monthly newsletter which patients can:**

- **Sign up to receive by email** - to receive these regular patient e-newsletters, [click here.](#)
- **Read on the website** - [News Archive | The Whiteley Surgery](#)
- **Pick up a copy in the practice**

**SOVEREIGN HEALTH PARTNERSHIP**

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Welcome to the October edition  
of our patient newsletter

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