

North Whiteley Development Forum

14TH NOVEMBER 2022

SOVEREIGN HEALTH PARTNERSHIP

HIGHLANDS • JUBILEE • WHITELEY

Update on Primary Care Services

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

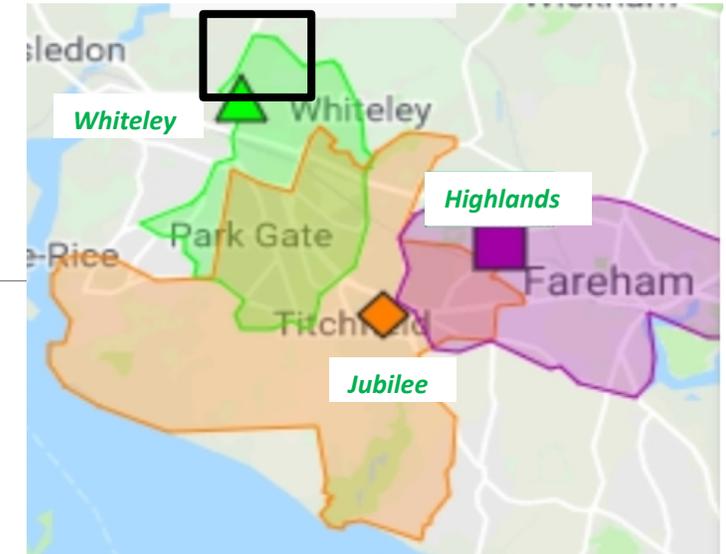
- Additional consultation rooms subject to successful negotiation with the landlord and the Integrated Care Board (NHSE)

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

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

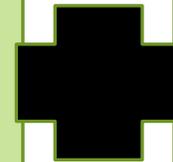
Review blood test results

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

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

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

Progress
→



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

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**

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Welcome to the October edition
of our patient newsletter