



# Stubbington Medical Practice Newsletter

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## ORDERING PRESCRIPTIONS

As many patients may be aware our prescriptions teams telephone lines can become very busy and have long waiting times. To help reduce the waiting times we are encouraging patients to use the NHS app to order their repeat prescriptions. This will ensure that those patients who do not have online access and those who have more complex prescription queries can speak with our prescription team in a timely manner.

To order prescriptions on the NHS (National Health Service) app, you need to follow these general steps:

**Download the NHS app:** Visit the app store on your smartphone and search for "NHS app." Download and install the official NHS app developed by the NHS Digital.

**Register and log in:** Open the NHS app and follow the registration process to create your account. You may need to provide personal information such as your name, date of birth, and address. Once registered, log in using your log-in details.

**Verify your identity:** To access prescription services on the NHS app, you will need to verify your identity. The app will guide you through the process, which may involve scanning your passport or driving license and taking a selfie. If you cannot do this please come into the practice with ID for the us to authorise your access on the app.

**Find a pharmacy:** Once your identity is verified, you can locate a nearby pharmacy by using the "Find a Pharmacy" feature in the app. This will help you identify where you want to collect your prescription.

**Request a prescription:** After selecting a pharmacy, navigate to the prescriptions section of the NHS app. Here, you can view your current prescriptions and request a new one. If your prescription is already due for renewal, you can order it directly. Otherwise, you may need to contact us to request a new prescription.

**GP approval:** The request will be sent to your GP for approval. They will review your request and either approve or deny it. Once approved, the prescription will be sent electronically to the pharmacy you selected.

**Collect your prescription:** After the prescription is approved, you can collect your medication from the chosen pharmacy. We would say to wait a few days for your chosen pharmacy to dispense your medication.

For a step by step guide please use the link attached or our reception team can print a copy for you.

**[NHS+App+Repeat+Prescriptions+A5+leaflet \(1\).pdf](#)**



**Healthier Together**  
Improving the health of children and young people  
 in Dorset, Hampshire and the Isle of Wight

<https://www.what0-18.nhs.uk/>

The resources on the Healthier Together website have been developed in partnership between parents and healthcare professionals from across Dorset, Hampshire and the Isle of Wight. You'll find clear information on common illnesses, including advice on what serious 'red-flag' signs to look out for, where to seek help if required, what you should do to keep comfortable and how long symptoms are likely to last.

## A MESSAGE FROM THE PATIENT PARTICIPATION GROUP (PPG)

### Surgery Pod

The Practice has a Pod which, as some of you may be aware is situated in the Reception Area.

What some of you may not be aware of the variety of checks that the pod is capable of. Most of us probably just believe that the Pod is for blood pressure tests. Here are a few of the other tests that can be carried out.

- a) Alcohol checks
- b) Annual Asthma Check
- c) Blood Pressure Check (Single Reading)
- d) Blood Pressure Check (Three Readings)
- e) Body Mass Index
- f) Contraceptive Pill Check
- g) Epilepsy
- h) General Anxiety
- i) New Patient Check
- j) Patient Health Questionnaire
- k) Physical Health Review
- l) Smoking
- m) Urinary Tract Infection (UTI)



During Q3 of 2022, and within the Coastal Primary Care Network (PCN), the following usage was recorded:

**Stubbington Medical Practice 233**  
**Brook Lane Surgery 80**  
**Lockwood Surgery 555**

Amongst the other Practices within SE Hampshire the highest usage was 591 (Solent View Medical Practice) and the least usage was Liss Surgery was 6.

When patients want to use the Pod without knowledge on how to use it the Care Navigators are then available to give assistance. Your PPG Committee have asked that some of them be trained on the Pods use thereby allowing them to help with the training of patients. It may be possible to set up a series of training sessions for patients if there is interest amongst you.

If you would be interested in attending such a session, please let us know via the email address below. This will allow us to gauge numbers.

**Patient Participation Group - PPG**

***Have your say!***

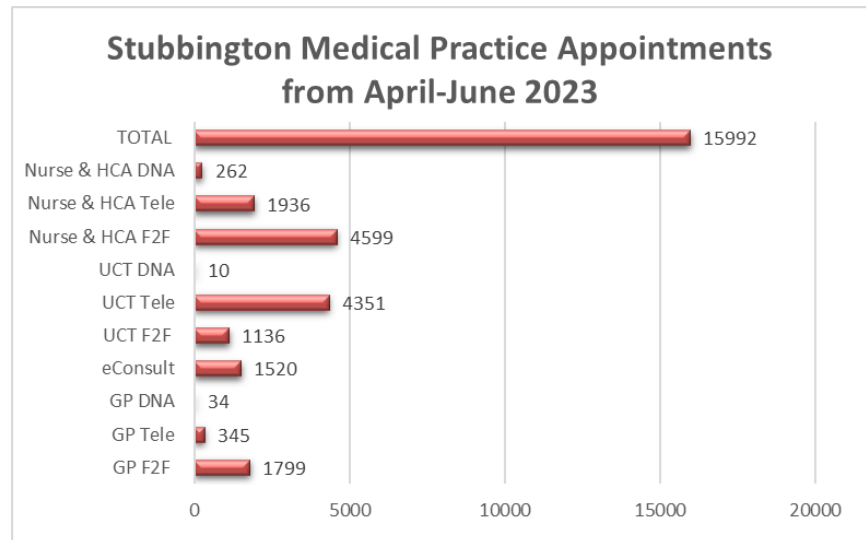
We are always looking for ways to improve our patient services; the PPG's support and feedback is vital in achieving this.

Any patient can join the PPG but we are currently looking for patients aged 18-40 to join to ensure there is an equal representation from our patient demographic.

**For more information:**  
[www.stubbingtonmedical.co.uk/pages/Patient-Participation-Group](http://www.stubbingtonmedical.co.uk/pages/Patient-Participation-Group)  
 Or email the PPG at [ppg.stubbington@gmail.com](mailto:ppg.stubbington@gmail.com)

## APPOINTMENT

From April-June 2023 we provided 15,992 GP, Urgent Care Team, Nurse and HCA appointment. This figure doesn't include the appointments available via our Primary Care Network which includes physio, pharmacist, well being and social prescriber appointments. In the last quarter we had 306 did not attend appointment, 262 were with our nursing team. It is important that if cannot make your appointment to contact the practice to cancel.



## WHAT IS CARE NAVIGATION?

Care navigation is a healthcare approach that aims to guide individuals through the complex healthcare system, helping them access appropriate services and resources. It involves assisting patients in understanding their healthcare options, coordinating their care, and addressing any barriers they may encounter along the way.

The role of a care navigator is to provide support and guidance to individuals seeking healthcare services. Care navigators are typically knowledgeable about healthcare systems and available community resources.

Our care navigators help patients navigate through different healthcare providers and services. They may schedule appointments, coordinate referrals to specialists, and facilitate communication between healthcare professionals involved in the patient's care. This coordination helps ensure continuity and integration of care.

## THE TYPE OF QUESTIONS OUR CARE NAVIGATORS WILL ASK

- ⇒ What is the medical concern / presenting symptoms? Is it a long term or new problem?
- ⇒ Details of symptoms
- ⇒ Date of onset of symptoms
- ⇒ Have you tried any self help/treating yourself?
- ⇒ Change in condition since last contact with GP

Our care navigators follow protocols created by clinicians at the practice and are regularly reviewed. If the care navigators are unsure of how to signpost or navigate a patient they are supported by the doctors and nurses and have an open dialogue with the clinical team.

The ultimate goal of our care navigation is to improve patient outcomes and experiences by empowering individuals to actively participate in their healthcare journey, navigate the healthcare system effectively, and access the appropriate services and support they need. By answering their questions and listening to their advice you can be directed to the most appropriate appointment or healthcare team.

We understand that accessing healthcare at this time can be daunting and stressful but we would like to reassure you that we are here for you although we are extremely busy. Our GPs are at the centre of our patient care but aren't always the ones who deliver the care, we now have physios, pharmacists, well-being coaches, social prescribers, home visiting team, nurses who specialise in urgent care and many more healthcare professionals who can help you. It is important to understand that the involvement of these other professionals is not 'fobbing off' or 'dumbing down' of care. Everyone we employ to work in primary care has a key skill set that we are using to the max to offer the most effective patient care.

# ACTIVITY FROM APRIL-JUNE 2023

Prescriptions Issued - 63,663

Inbound Telephone Calls Answered - 29,029

Calls Answered with 5 Minutes - 58.2%

Average Wait Time for Call to be Answered - 4 Minutes

Documents and Emails Processed - 14,828

Consultant and Secondary Care Patient Letter - 4130



## SUMMER BANK HOLIDAY

On Monday 28th August 2022 the practice will be closed.



If you require any urgent medical assistance on these days please call 111 or visit the NHS

NHS 75  
1948 - 2023

#NHS75

Wednesday 5th July 2023 marks 75 years of service of the NHS.

We would like to thank all our NHS colleagues for all their hard work!

# Stay safe in the sun



By following a few simple safety tips, we can all enjoy the warmer weather and avoid the risks of sunburn, sunstroke and skin cancer.

- Stay out of the heat between 11am and 3pm when the sun is at its hottest
- Wear light, loose-fitting clothing and a hat/scarf
- Apply sunscreen regularly - minimum factor 15. Apply 30 minutes before you go out in the sun
- Drink plenty of cold drinks, avoiding alcohol, caffeine and sugary drinks

For more information go to [www.nhs.uk/summerhealth](http://www.nhs.uk/summerhealth), telephone NHS 111 or visit your local chemist.