



Stubbington Medical Practice Newsletter

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WINTER PRESSURES

WHAT ARE WINTER PRESSURES?

The NHS frontline is always under considerable pressure over the winter period as demand for services tends to increase significantly with the onset of cold weather, flu and with increasing cases of covid-19. The pressure is felt throughout the NHS both in the community for GP practices and pharmacy services and secondary care in hospitals.

HOW TO HELP THE NHS THIS WINTER

- ⇒ **Boost immunity with the covid and flu vaccine.** With covid and flu cases rising throughout the colder months and hospital admissions starting to rise its recommended that all those eligible have a covid and flu vaccination this autumn.
- ⇒ **Self help.** The NHS website [The NHS website - NHS \(www.nhs.uk\)](http://www.nhs.uk) has an A-Z health and medicines guides which offer advice on medical conditions and help find the correct service for the condition. Not all winter illnesses need treatment and will usually go away on their own you can find this information on the NHS website and details of when you should contact your GP.
- ⇒ **Reduce did not attend appointments.** In the last 3 months DNA appointments are down by 35% and the practice now sends reminder text 24 before patient appointments. We ask patients please cancel appointments they can't attend. We do not want to waste any appointments. We would like to thank our patients as the number has reduced nicely!
- ⇒ **Online services.** Book appointments, view test results, order prescriptions, view referrals and much more can be viewed on the NHS app. By using online services it frees up our very busy phone lines for urgent enquiries and patients who do not use online services.
- ⇒ **Out of hours NHS 111.** If you fall ill outside of the practice opening hours (evenings/weekends) please call 111 or go to [Get medical help - NHS 111](#) as they are an out of hours provider, you do not need to wait for the practice to reopen to get medical help.

With demand increasing over the coming months the practice will be doing all it can to provide the highest quality care with the resources at hand. We ask patients to please continue to be kind and respectful to our staff.

FRIENDS AND FAMILY TEST

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how. From July 2022 the practice has been asking for feedback from patients who have had an appointment at the practice.



Everyone at the practice was happy to see that the overwhelming majority of patients rate our service as excellent. Thank you!! Below are some of the lovely comments our patients said about the practice.

Seen promptly and treated with a professional but friendly attitude.

Very nice GP, listened and provided piece of mind

The nurse was very kind and efficient. She also made me feel comfortable.

Very friendly nurse and great service. Reception lady very pleasant.

Very personal GP. Made me feel very relaxed

All staff and doctor were professional and very helpful and understanding. I felt listened to and heard. Thank you!

Quick and efficient, very friendly service

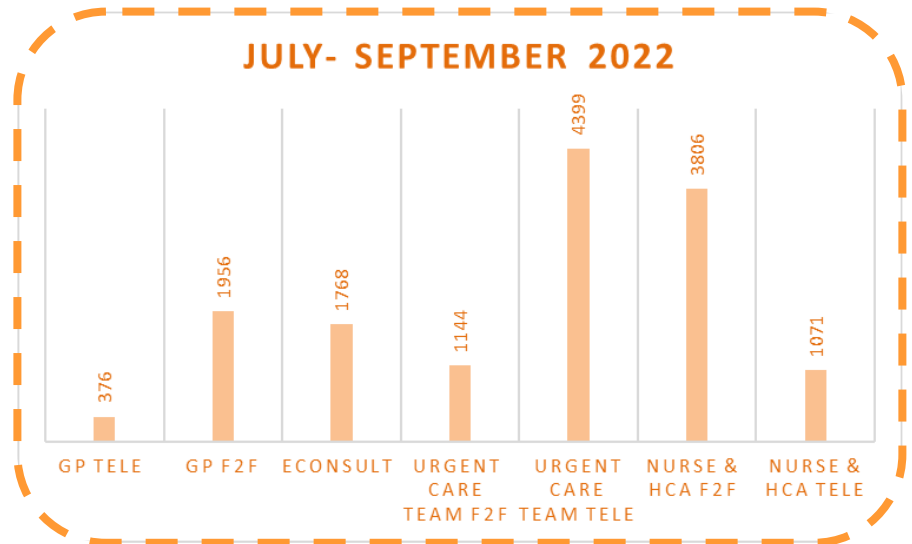
There were also suggestions made by patients regarding difficulty booking an appointment and the time keeping of some of the appointments. Patient feedback is really appreciated and are discussed at the practice to help make all patient contact at the practice as efficient and professional as possible. Both points have been noted and the practice continuously reviews the appointment process and will look further into staff timekeeping.

APPOINTMENT STATS

From the 1st July-30th September the practice has provided 14,520 appointments for patients. This includes 4,100 GP appointments and eConsults, 4,877 nurse and HCA appointments and 5,543 urgent care appointments.

Over the last 3 months there was a total of 141 did not attend appointments, this is down by 35% from the last quarter but still around 10 hours a month of clinical time being wasted. We

now send patients reminder text 24 hours before their appointment and patients have the option to cancel the appointment via the text message. Patients can update their mobile number via the practice website or complete a paper form in reception.



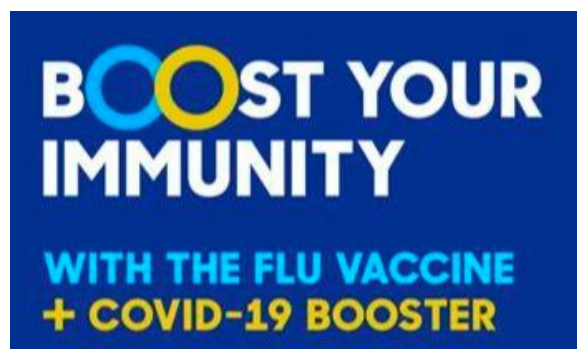
We would like to thank our patients for their help with reducing did not attend appointments by 35% and ask in the future for our patients cancel appointments they cannot attend.

AUTUMN COVID AND FLU VACCINES

As a practice we have from September and will continue until November to administer flu and covid vaccinations depending on supply.

Our first flu clinic was on the 24th September and we administered 1,952 over 65 flu vaccines and on 25th September we administered 539 under 65 flu vaccines. We have another under 65 flu vaccine clinic on the 22nd October which is fully booked where we hope to vaccinate 450 patients. The practice may place small additional clinics on throughout October depending on vaccine supply. If available, flu vaccination appointments can be to book online or you can call the practice to book. Flu vaccinations are also available at local pharmacies.

Our first covid autumn booster vaccine clinic was on 8th October and 1,378 vaccinations were administered. Our other covid autumn booster vaccine clinics will be held on the 22nd October, 5th November and 19th November. Text invites have been sent to all eligible patients and we are continuing to call our patients without mobile numbers. If you have received a text please use the link to book or call the practice to book. If patients cannot make the dates above there is the option to book via the national booking system on the NHS website or call 119.



PPG MESSAGE FOR CARERS

I am not a carer, because I am looking after my husband, mother, father or brother.
I can't go on the register because I am caring for a relative who lives in another area and goes to a different practice.

That is just two of the reasons why people believe that they are not classified as carers.

Let us define what a carer is.

A carer is someone who regularly looks after a spouse, partner, parent, relative or friend.

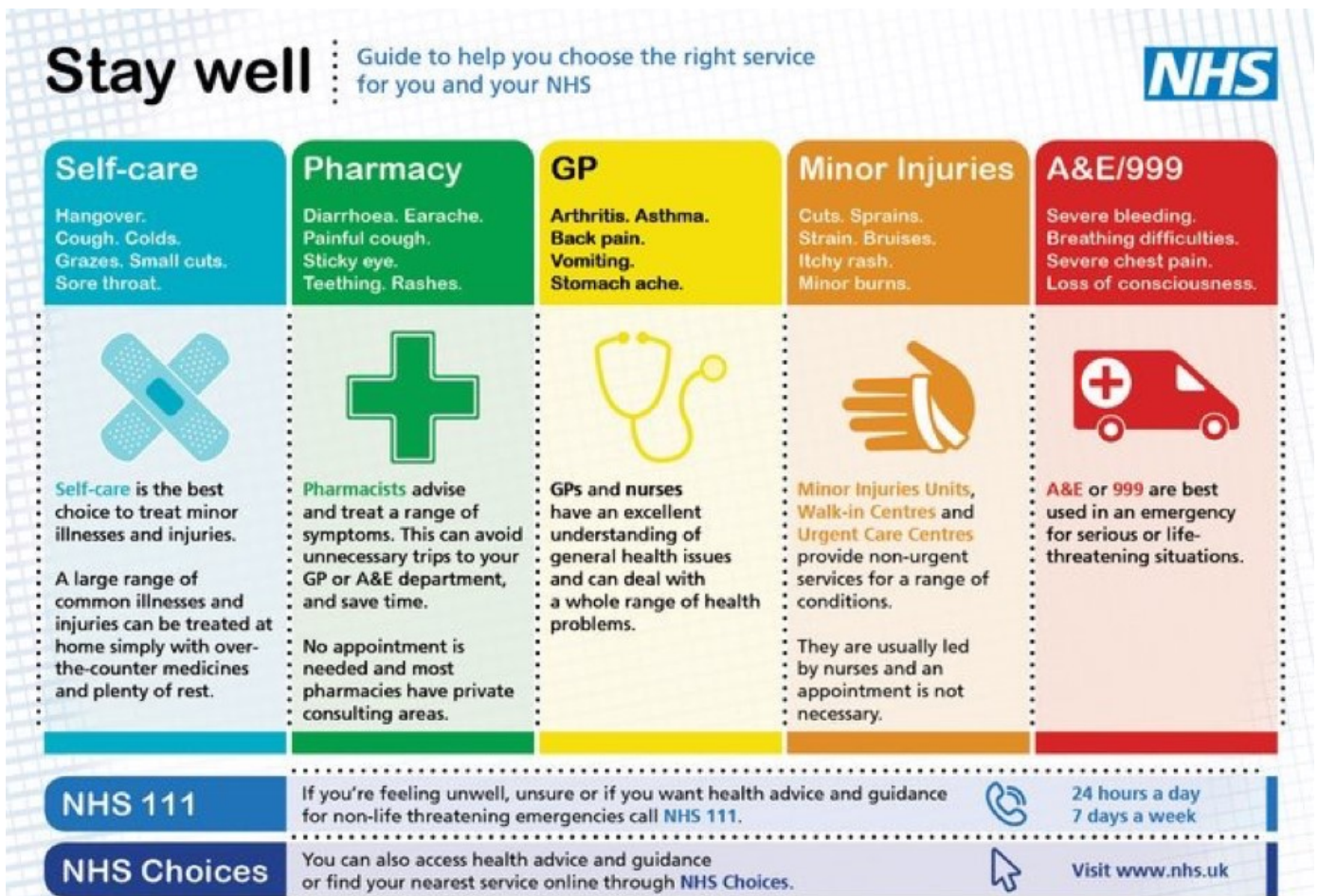
Those folk need support because of a disability, health condition, mental illness, addictions or dementia. You do not get any reimbursement i.e. pay for caring. You are therefore classified as a carer.

It is important that the Practice are able to identify patients who care for or who are being cared for. This helps the practice give them the relevant support.

Please use this link [Stubbington Medical Practice - Carer Questionnaire](#) on the Practice web site to notify them of your carer status or go into the surgery when next in the village and pick up the carer form.








Please use the link to get more information [Stubbington Medical Practice - Social Prescribers](#) or alternatively refer to the Stubbington Medical Practice web site and look for the Carers link on the left hand side of the homepage.

If you want more information please contact the Practice using the email address:-



Stay well : Guide to help you choose the right service for you and your NHS

NHS

Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.	Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.	Arthritis. Asthma. Back pain. Vomiting. Stomach ache.	Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
				
<p>Self-care is the best choice to treat minor illnesses and injuries.</p> <p>A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.</p>	<p>Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time.</p> <p>No appointment is needed and most pharmacies have private consulting areas.</p>	<p>GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.</p>	<p>Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions.</p> <p>They are usually led by nurses and an appointment is not necessary.</p>	<p>A&E or 999 are best used in an emergency for serious or life-threatening situations.</p>
NHS 111	If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call NHS 111 .			 24 hours a day 7 days a week
NHS Choices	You can also access health advice and guidance or find your nearest service online through NHS Choices .			 Visit www.nhs.uk