

GALA DAY



Lets get started



Even dogs wanted to join us



And the Mayor got a blood pressure check



Summer newsletter 2023 from the Patients' Forum

News from the Hicks Group Practice

We now have 16,365 patients, an increase of 163 since the Patient Forum meeting in May.

We are pleased to tell you that the Practice have recruited Dr Ed Wu to our team. He has been working with us as a locum for many months, so some of you may have met him already but he has now become a permanent member of the team and we are delighted. We have also welcomed Stacey Romaine to the Practice. She will be working closely with Lisa and Anne to help us maintain our compliance with Care Quality Commission requirements. Stacey is also taking on the task of managing the staff rotas.

Sickness does remain an issue within the practice teams, but we continue to offer the best service we can with the current staff levels and the rising patient expectation and demand. We are inviting more patients to book certain types of appointments by sending them a direct booking link which has proved extremely popular. These include appointments for various types of vaccines, medication reviews, health coach reviews, NHS health checks and blood tests.

We are currently running another vaccination campaign, this time it is the MMR vaccine for patients in specific age groups who have never had the vaccine or have incomplete courses of the vaccine. So far the uptake has been excellent. We are using the direct booking facility as well as reception booking the appointments directly.



Want to join us?

We want our Patients' Forum to be truly representative of our patient population – especially younger patients. No special qualifications or experience are required. We are a friendly group, and we would like to warmly welcome you to our Forum.

To find more information about the Patients' Forum – together with an easy online application form simply scan the QR code below – or visit: <https://www.charleshicksmedicalcentre.nhs.uk/practice-information/patients-forum>



Patients Forum - The Hicks Group Practice

www.charleshicksmedicalcentre.nhs.uk

How does the Hicks Group Practice compare?

Using recent national survey results shows just how well our Practice is doing compared to others. Below are some responses taken from the recent 'GP Profiles for Patients' survey* which provides data about the GP workforce, appointment times, and patient satisfaction with the service comparing the Hicks Group Practice to the national average.

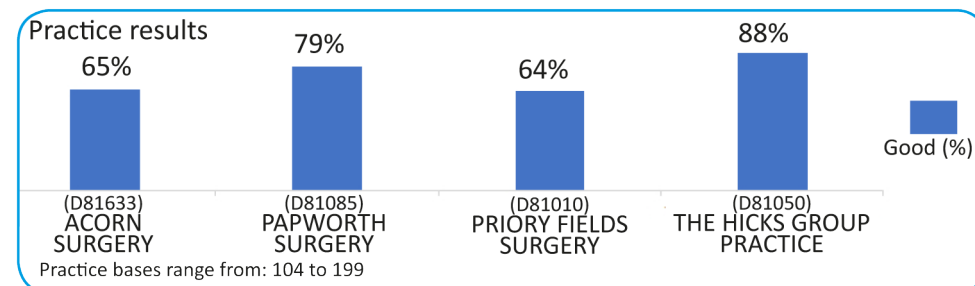
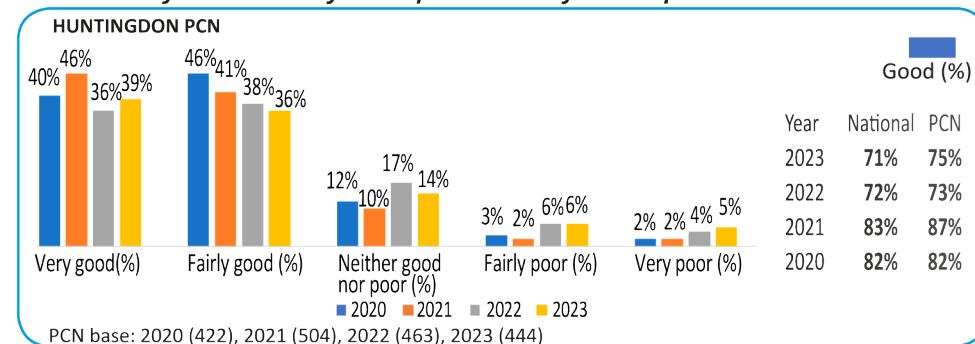
Issue	Charles Hicks	National Average	Comparing
Number of staff in the clinical work- force per 10,000 registered patients	11.3	8.3	+3
Appointments within 2 days of booking	54%	51.5%	+2.5%
Appointments within 14 days of booking	98.8%	85.5%	+13.3%
Patients reporting good experience of making an appointment	73.4%	56.2%	+17.2%
Patients able to order repeat prescriptions online	51.9%	49.3%	+2.6%
Patients able to view their health records online	30.8%	22.1%	+8.7%
Percentage of patients who have a positive experience of their GP practice	81.4%	72.4%	+9%

At a local level, another useful benchmark is a comparison of how patients compare their experience of the Hicks Group Practice with the other local practices in our local Primary Care Network. The table on the following page also showing very positive patient responses comes from the recently published GP Patient Survey of 2023**.

(*Data published in May 2023 by the Government office for Health Improvement and Disparities <https://fingertips.phe.org.uk/profile/general-practice-patients>)

Overall experience.

How would you describe your experience of your GP practice?



(**The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice - <https://www.gp-patient.co.uk/about>).

As the following article shows, the Patients' Forum can support these findings from the many warm and enthusiastic comments received from patients on our stall at the recent Godmanchester Gala.



Our stand was busier than ever this year, with the new banner being a great success. Peter and David actively encouraged visitors to stop at the stand by giving out our new leaflets. Books (*even railway books!*) and cards sold well, and jigsaws also proved extremely popular. All the cakes donated by the reception team and Forum members were sold. The support from 'Healthy You' and Stuart Hilpert was welcome, with their 'Health MOTs' and advice and encouragement to use the NHS App.

A profit of £150 was made for funds to benefit patients of the Practice. All Forum members who contributed to planning and erecting the stand and attending on the day are to be congratulated.