

Spring newsletter 2023 from the Patients' Forum



News from the Hicks Group Practice

We now have 15,993 patients – an increase of 163 since January

Dr Taiwo Olufemi joined us in February, and is working mostly at the Roman Gate Surgery on Tuesdays, Wednesdays and Thursdays.

Lindsey Weidisch, is finishing her Nurse Conversion Training and will be re-joining the team in May as a Practice Nurse. We are pleased to welcome back Lisa Harrison, recently returned following surgery.

The Reception and Admin team still have one vacancy and like other staff groups, have been badly hit by sickness over the past few weeks. The Junior Doctors Strike is also affecting our services as some of our trainees have been taking part in the industrial action. Please bear with us, as we are trying to offer the best service we can with the current staff levels and the rising patient expectation and demand.

The online process for new patient registration is now running very smoothly and is proving to be quicker and more efficient for all. We have also introduced a process for sending direct booking links for some blood tests, which has been very well received and we will be looking at other procedures where this option maybe possible.

We thought we would share a few statistics regarding our work in February. It provides a snapshot of how we are working and the sort of service we are providing. The 'back office' activity continues to show that patients' appointments are a small part of our work and there is a lot of work happening behind the scenes for all staff groups. We remain proud of our work to ensure patients are seen quickly and appropriately by the relevant clinician.

Appointments all staff	4,406 (2,964 face to face)
Appointments within 1 day or request	2,649
Letters processed (incoming)	3,125
Letters sent	3,060
Medication issues	5,255
Referrals made	409
Test reports filed	1,375
Telephone calls received	15,513

NHS Using the NHS App

The Practice is encouraging patients to use the NHS App to request repeat prescriptions, making processing requests much quicker. Patients can also use the App to view their test results, vaccination and allergy records, search NHS information on symptoms and more.

Our 'digital champions' team led by Stuart Hilpert, ran face to face sessions for Charles Hicks patients who wanted help to install the NHS App on their mobile devices. These sessions proved very popular and Stuart Hilpert *commented 'the sessions were even more successful than we had hoped and solved technical issues we hadn't seen before'*.

57% of our patients are now registered users of the NHS App – which is higher than the national average. The Practice plans to continue increasing the number of patients using the NHS App and hopes to organise further sessions at the surgeries, subject to demand.

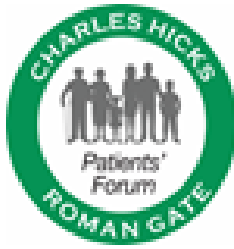


Social prescribing

Many things that affect our health can't be treated by doctors or medicine alone. This may include loneliness, stress due to financial pressures or poor housing; loss of confidence/purpose in life or life changing events like long term health conditions or bereavement. Many of these issues have an indirect impact on our physical and emotional health. Getting help with these issues can improve our health and wellbeing.

Social prescribing connects people to non-medical support to address their well-being and any other unmet issues. It can help change circumstances that make us unwell. The link worker will listen to you and try to understand your situation, and what matters to you. They will help you plan what you need to move forward and then "link" you to organisations and information that can help support you as you do this.

Please ask reception to send a task to the social prescribing team if you would like to be referred to the social prescribing link worker, or if you are already seeing/speaking with a clinician ask them to refer you.



The Patients Forum

The Patients Forum are introducing our new logo as we make a fresh start to our role and activities with the Charles Hicks Practice in 2023. The logo symbolises our role to represent all patients and our aim to be open to discuss all opinions and ideas. We intend to extend our collaboration with the Practice in our shared priorities for development of services and support for patients.

At the meeting of the Forum in March a new committee was elected:

Roger Merritt (chair)	Elish Millard (vice-chair)
Linda Crow (treasurer)	Rosemary Smith (secretary)
Elaine Newell (fundraising)	Sophia Stanworth (communications)

Merle Bailey (retiring treasurer) was thanked at the meeting for her hard work and contributions to the Patient Group since its foundation in 2009.

The committee are now making new plans for 2023, which include projects such as:

- Support for patients who are hard of hearing, initially by improving use of the 'Hearing Loop' system at both surgeries.
- To provide information and support for patients who are diabetic or pre-diabetic in partnership with Diabetes UK
- Promote the work of the Social Prescribing team to patients of all ages.
- Raise the profile of the Patient Forum in the community with attendance at more events and on social media.
- Continue to raise funds for equipment and improved facilities at the Practice beyond those currently supplied.

Charles Hicks History

This year we have started a research project into the history of medicine and public health in Huntingdon and Godmanchester over the last 200 years.

The project is being led by the Charles Hicks Patients Forum with support from local historian Ken Sneath and others. The project will have a central focus on the development of the Charles Hicks practice over the years featuring key individuals, the various premises and major medical initiatives.

We will be using extensive archive research, and interviews with past and current medical staff and patients of the Charles Hicks practice. We are hoping to collect photos and documents from our research, as well as personal reminiscences from staff and patients. We aim to publish our findings in the autumn. If you would like to be involved, please contact us at patientsforum.CHS@gmail.com.

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