

Wasted appointments

During Quarter 3 (July to September 2024), we offered 28,617 appointments. 22,916 were face to face and 5,701 were via the telephone, making it much easier for

patients who could not get to the surgery due to work commitments or illness.

Unfortunately, we had 909 DNA appointments (Did Not Attend) – each of these appointments has a cost to the NHS of £43. This equates to £39,087 which could be used to employ more staff for the surgery to benefit all patients. We are sending reminder texts to patients 24hrs before appointments, this also gives you the option to cancel if you are unable to attend.

Thank you to those that did attend or cancelled their appointment.



COVID and Flu vaccines

We have so far administered 1,935 COVID and 2,109 flu vaccinations. If you get offered a vaccine for either flu or COVID, please do come in for your appointment as this will give you much greater protection during the winter months.



The Patient Participation Group

The Patient Participation Group (PPG) is there for you if you'd like to make a suggestion about the services provided by the Practice. PLEASE NOTE OUR CHANGE OF EMAIL ADDRESS ppgteamfakenham@gmail.com We encourage you to contact us online wherever possible.

Fakenham Medical Practice
Reception 01328 851321

Norfolk County Council
Social Services
0344 800 8020

Fakenham Medical Practice Website
www.fakenham-medical-practice.nhs.uk

surgery notes

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Patient Partner

We have a new system called Patient Partner, this helps those who have difficulty using the online form. When phoning the practice, you have the option to leave a voice note. This means you can speak directly to the system where you state your name and leave a message about what the problem is, (option 1 on the telephone). This then goes directly into our triage list alongside the forms and is then triaged by a clinician, which enables the appropriate decision to be made for your care. You still have the option to hold and speak to a Patient Coordinator who can complete the form for you, or you can submit the form yourself via our online system Anima if you do not wish to use Patient Partner. We know that for some, waiting on the phone is not ideal, so we want to give you as many ways to contact the practice as possible.

We have also moved to using this in dispensary where you will be given a pin number to receive your prescription list via telephone. You can then select which medicines you need, and these will then be ready for collection 72 hours later. This goes straight into your patient record and can be actioned much quicker.

You can research more by following this link <https://voiceconnect.co.uk/patient-partner/> They have some helpful videos to show you how to access the system.



Christmas Hours

We are closed the following days,
Wednesday 25th December
Thursday 26th December

Re-opening at 8am on
Friday 27th December

Wednesday 1st January

Re-opening 8am on Thursday
2nd January

The last day to order your prescriptions for collection before Christmas is Thursday 19th December. The last order date for New Year is Tuesday 24th December.

Our Patient Coordinators

The role of our patient coordinators in practice is a demanding one, as a Practice we ask them to support patients at their first point of contact, whether this is via an online form, on the phone or checking you in for an appointment when you arrive at the practice.

To support the patient coordinators and to ensure we can help deliver the best care, we ask that you are polite and courteous and answer all their questions when asked. We as a practice have set these questions to ensure we get all the information we need to be able to help you. This will ensure they can pass your information to the triage clinician, so they can direct you to the right person. This may be a GP, Nurse, Paramedic, Physio, Physician Associate, Social Prescriber, or an outside organisation such as the pharmacy or Urgent Eye care centre.

The patient coordinators are fully trained in patient confidentiality, they answer the phones and review the online forms in a room away from the reception area to ensure confidentiality is maintained. They work alongside a clinician who advises them on what appointment to book and with who, based on information you have provided and their clinical judgement.

While we understand you may not be happy to share your concern with the patient coordinator, this may delay your appointment and care as we would only be able to book a routine appointment without all the requested information. You may also have to be seen by another practitioner if the Doctor feels you require more specialised care.

Thank you for your support and understanding.

Patient Initiated Follow Up (PIFU)

Did you know that all departments (except cancer) at the NNUH offer a PIFU capability? This means that if you are discharged from a department, but your symptoms continue or come back, you can contact them directly and be dealt with directly by the hospital without the need to contact your GP for another referral. This will speed up the care that you may need and give you access back into the specialists. You will be given a letter with the details when you are discharged from

each department. Please ensure that you keep it safe for future reference.



Research

As a Research practice we regularly recruit patients to take part in high quality studies which can help to provide patients with the best care and find better treatments for the future. This year so far, we have had patients take part in the STREAM study (Malnutrition), Long Covid and GLOW (Glucose Lowering through Weight Management). We are about to start a UTI study called Duration. Most of our studies include specific criteria and we contact patients directly (you are always free to choose whether or not to get involved). Please check our noticeboard in the practice or on our website for details of how you can participate.



Our GP's

Dr Lewis went on maternity leave at the beginning of October, we wish her well with the new addition to her family.

Dr Mirza, an experienced GP, is joining us for 6 months from October as cover for Dr Lewis.

Dr Temple-Reddish returns to the practice in April after the birth of her baby boy.

