

surgery notes

NUMBER 45 SUMMER 2024

NHS Pressures

Dear Patient,

We wanted to take the time to write to you. At the moment the NHS is under extraordinary pressure. This is particularly true of General Practice. There are increased expectations from Government and our patients about what we should be doing. Increasing hospital waiting lists have a big impact on us – patients who are waiting to see specialists or for treatment or operations need more input from us.

Funding to General Practice is dropping towards only 6% of NHS funds which is a record low despite more than 90% of all NHS patient contacts being made in General Practice and 80% of all emergency care. It is the bedrock on which the NHS stands.

There are huge financial pressures on General Practice. We want to let you know about the effect this is having on your Practice.

Over the last few years, Fakenham Medical Practice has been under increased financial pressure. Like all your households we have had increases in our costs – everything we buy costs more including energy costs and our staffing costs. Over

the last few years, the funding we get from government has increased by 2.1% each year and this is dropping to 1.9% this year. This year practices will receive an average of £107.57 per registered patient per year for all appointments, tests, referrals etc. This increase does not get near to covering our current costs.

You may have read about “new” money that has come into ‘primary care networks’. Some of this money pays for staff that are making a significant difference to patient care. However, the funding does not help the core medical practice work and **Government does not allow it to be used to pay for additional GP or practice nurse appointments.**

The impact of the financial pressures is already being felt. Fakenham Medical Practice is a team of fantastic people that we are all very proud to be part of. It is the team that makes the surgery such a great place to work and why our patients receive high quality care.

We are very well supported by our patients and our patient participation group, which we value hugely. We think it is important that we are honest with you about what is happening. There are



some things that you will notice will have to change and we need you to know why things are changing.

All our staff are working extremely hard to provide the best level of care they can for you. We cannot work any harder. The current financial pressures and change in staffing levels mean that we will not always be able to offer the same level of service you are used to. We can only offer the level of service we are funded for. You may have already noticed that waiting times for appointments are longer and cannot provide services such as ear syringing for which funding was removed.

There will be times that we may need to ask you to access healthcare elsewhere. For example, pharmacies are now able to assess and treat several minor conditions

via the Pharmacy First service. Acute eye conditions can be seen by the Urgent Eye Care Service. The way you contact and access us may change. We are doing everything we can to try and minimise the impact on the services we offer. We are looking at different ways of delivering services so that you can still access good quality care with us.

You can help us by trying to self-manage minor illness, by using other services when they are offered to you and by attending the health checks you are invited to.

We will keep you up to date with changes at Fakenham Medical Practice. We will do everything we can to continue to provide you with good quality care. We are very grateful for all the support you offer us.

The Partners Fakenham Medical Practice

Contacting the Practice

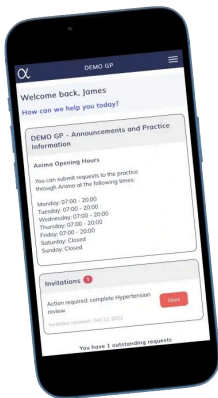
3 months have come and gone since implementing our new online request system known as “Anima”. It is a valuable tool for our GPs, and they are very appreciative of the “heavy lifting” that you have been doing with this new tool. Our GP practice had been experiencing significant strain with declining GP numbers and increasing demand in recent years and Anima ensures that patients are seen by the most appropriate clinician in the right place and at the right time. This means that patient care and experience is improved, and it reduces pressure on GPs. If you are able to take the time by registering and using the online consultation tool

completing the questions as asked, you really are helping our GPs by identifying the issues up front prior to verbal or physical contact with the practice. It helps beat the morning telephone rush and enables us to prioritise your needs more effectively. Of course, other methods of communication with the practice will always be available.

If you feel you need assistance in getting started with Anima please contact the practice and arrange to join one of our Digital Workshops (usually Tuesdays and Fridays). Our in-house Digital Transformation Lead is always happy to help and will cover a range of issues from Anima to the NHS app.

The forms are now open from 7am to help patients out at work and to improve access. We have also had some great feedback from patients who have attended the digital workshops, these are still available and if you contact the practice, we can get one booked in for you.

 anima



Why does the Patient Coordinator need to ask what is wrong with me?

- A Patient Coordinator connects the patient with the most appropriate service for their needs
- It may be more appropriate to see a different clinician.
- The GPs have asked reception staff to ask certain questions when booking to help the smooth running of our clinics.
- It is important to ensure you see the most appropriate clinician.

This can help us save a GP appointment for you when you really need it.

Thank you for your understanding.

Self Refer to Physio

Patients with a musculoskeletal (MSK) related issue (such as muscle and joint issues) can self-refer themselves for physiotherapy to the Norfolk & Waveney Community Musculoskeletal Service (MSK NoW) without needing to see a GP.

Self-referral is open to all, however there are

some exceptions. **You will need to ask your GP team to refer you to the service if:**

- You are between 12 and 16 years old with an MSK-related issue.
- You have learning or pronounced communication difficulties.

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- You require a home visit for your MSK-related issue.
- You have a non-MSK related issue e.g. continence problems or a neurological complaint (i.e. Stroke or Parkinson's), as you will need a referral to another more appropriate team.

You can self-refer to MSK Physiotherapy online or if you are unable to refer yourself online, you can complete a referral over the telephone.

Online

- 1) Log onto MSK physiotherapy website <https://norfolkandwaveneycommunityhealth.nhs.uk/msk/refer-yourself/>
- 2) Complete the self-referral request form. They will then aim to send you a questionnaire within the next few days via the Airmid app.
- 3) Download the free Airmid app which is available for all devices including phone/desktop. You can find out more information about Airmid here: <https://norfolkandwaveneycommunityhealth.nhs.uk/msk/airmid/>
- 4) Complete the questionnaire once you receive it through the Airmid app. Please make sure to check the Airmid app regularly to ensure you receive the questionnaire.
- 5) A physiotherapist will review the information you have provided and will then contact

you either through the app or by email from services@ecchcic.nhs.uk

- 6) If you have not heard from the service within 6 weeks of completing your questionnaire, please call 01493 809977

Phone

- 1) Call 01493 809977 to book a 10 minute phone assessment with one of the services admin team who can start your self-referral process.

Wasted appointments

January to March

We offered 28,977 appointments - 24,094 were face to face and 4,883 were via the telephone. Unfortunately we had 909 DNA's - £43 per appointment = £39,087

April to June

We offered 29,277 appointments - 24,617 were face to face and 4,660 were via the telephone. Unfortunately we had 931 DNA's - £43 per appointment = £40,033

If you're unable to make your appointment, please contact us so that we can allocate it to someone else – this will really help us to keep the waiting times down

Flu and Covid

The flu and covid clinics will be held in October for eligible patients, we will contact you when the dates are confirmed to book your appointments.

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