



GP Health Matters – Winter 2024

An occasional update from



Providing
NHS Services

The Humbleyard Practice

Cringleford, Hethersett and Mulbarton GP Surgeries

Practice Update

You may be aware that the Practice has had a difficult 2023. In essence, the practice suffered a high turnover of clinical and non-clinical staff, and lost most of its management team. The GP Partnership has worked hard to turn a corner and all the ingredients are in place to make substantial improvements in 2024.

Enhancing Quality. You can read our CQC Report on our website. It highlights some areas for improvement, which we are addressing in cooperation with the Norfolk & Waveney Integrated Care Board (ICB) – *NHS Headquarters*. The increased size of our workforce is enabling improvements to be made in our leadership and our responsiveness thus ensuring services are organised so that they better meet patient needs.

Under New Management. The leadership team has been grown and bolstered by experienced managers from other practices and the private sector, as well as developing the experience and talent within our own staff. The aim is to improve the effectiveness and efficiency of what we do and to improve the patient and carer experience.

Increasing our Capacity. The demands on the NHS and general practice seem to be insatiable and the demands on The Humbleyard Practice are no different. This reflects the increasing number of patients registering with the Practice – now 22,000. In November the practice provided 9,166 appointments. We recognise that we need to increase capacity and 3 GPs have been recruited since September. We are also successfully growing our depleted nursing team. Finally, we are surging the numbers of our reception and administration staff to improve our overall responsiveness.

Improving Access. We know the telephone system needs to improve and the ICB has agreed to upgrade the system this spring. This will provide features such as 'call back' to improve patient and carer experience. We will upgrade our website to make it more intuitive. Importantly too, we are increasing reception team training to give them additional knowledge and confidence to ensure patients are seen by the right clinician at the right time.

Patient Participation

We are reviving our existing patient participation groups (PPGs) at the three surgeries. We welcome advice and support from patients – particularly in the redesign of our website and configuration of our new phone system. If you are willing to help, chiefly through a bimonthly meeting, please contact the practice on nwicb.ppg.humbleyard@nhs.net.

Carer Friendly Practice

The Humbleyard Practice is a carer friendly practice and we are seeking recognition of this through *Caring Together* and *Carers Matter Norfolk*. A carer is someone who provides care for someone else who, due to illness, mental health problems, substance misuse, physical and learning disability, old age or frailty, is unable to fully care for themselves without a carers support. The first step is patients informing us that they are a carer. This can be done on registration or by informing the Practice by letter or by email to humbleyard.d82064@nhs.net briefly explaining your circumstances and needs.

