

What Villa Street has achieved in the last year

1. Expanded the Villa Street Team

- Employed and trained 2 full time GP Assistants who are providing more for blood tests and health check appointments and helping to free up GP and nurse time.
- Multiple new receptionists and administrators so we can keep on providing a friendly and smooth running service
- A new full time practice nurse - more appointments for long term conditions such as asthma, COPD, diabetes as well as smears, childhood immunisations and dressings
- Increased GP time to provide more appointments for patients and supervision for new clinical staff

2. LOTS of Training and Development

- Trained 3 doctors who are specialising in general practice
- Taught 6 medical students about general practice – GPs of the future (teaching 14 this year!)
- Trained 1 student practice nurse – final placement
- Provided work experience to 5 six formers interested in a career in healthcare

3. New digital telephone system

- Introduced a call back feature to reduce wait times at busier periods
- Records calls so we can review and improve our communication skills

4. Improved online access

- Simpler form
- Wider range of offer online
- Self-referral options available

5. Advocating for Younger People

- Working with The NEST to provide appointments at Villa Street for early intervention with mental health and wellbeing for 13 – 25 year olds
- Development session for all Villa Street team on how to support younger people

6. Building improvements

- Replaced windows with solar reflective glass and re-painted exterior
- Replaced lift engine – so much more reliable!

What would you like to see us focus on over the next year?