



The
**Blackmore Vale
Partnership**
The heart of the community

PATIENT PARTICIPATION GROUP NEWSLETTER

NOVEMBER 2024

IN THIS EDITION :

- PPG Meeting - Nov 7th
- Online Diabetes Support
- Healthy Blood Pressure
- Blood Pressure Check
- The Future NHS
- Improving Self Care

PPG MEETING - NOV 7TH

Here are some of the highlights from our recent PPG meeting in Sturminster Newton

BVP PERFORMANCE DATA - APR-SEPT 24

THIS COLLECTION OF DATA HIGHLIGHTS THE BRILLIANT PERFORMANCE OF BVP FROM APRIL-SEPT 2024.

CALL DATA

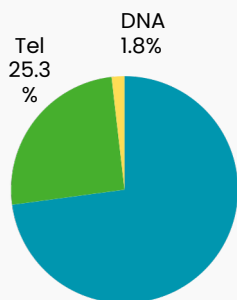
Calls answered: **47261**



- **372** calls taken on average per day
- Average waiting time of **3m 28s**

These graphics show the breakdown of appointments completed by clinicians, excluding nursing appointments, in Apr-Sept 2024.

APPOINTMENT DATA



Face to face: 34774
Tel appts: 12074
Did Not Attend: 871



F2F
72.9
%

Just under 73% of appointments were completed Face to Face

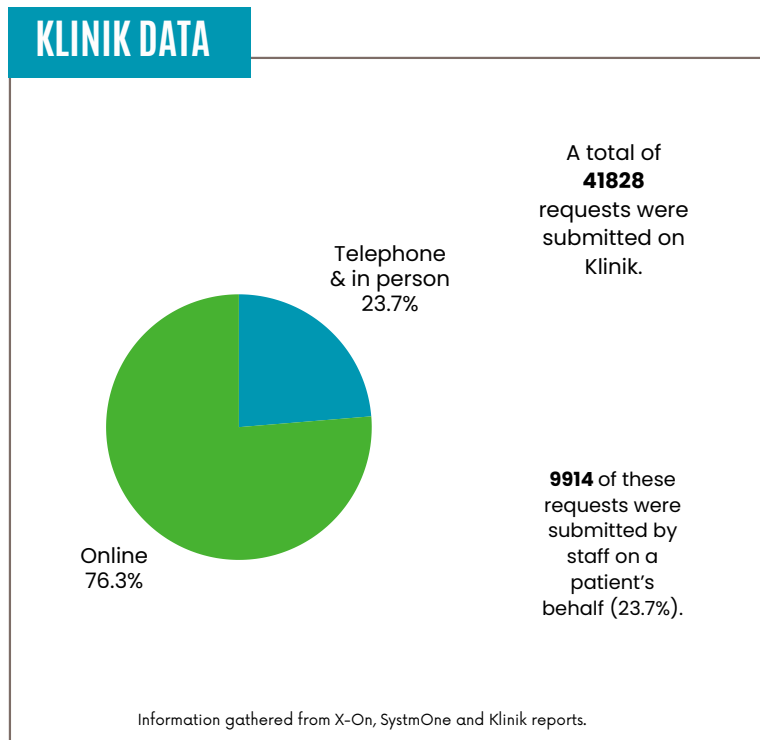
SCRIPTS

Over **99000** prescriptions were issued in Apr-Sept 2024

TEST RESULTS

Over **60300** test results were reviewed in Apr-Sept 2024

This graphic shows the amount of Klinik requests submitted online for sorting by the clinical triage team in Apr–Sept 2024.



PRACTICE PHARMACY TEAM

Kay Green, Practice Pharmacist outlined what services the team provides and how patients can help themselves.

What can we do to help ?

- **Review your medication to ensure it is working as well as possible and that you only continue those that are necessary**
- **Ensure that we are monitoring your medication to check it is safe to continue as you get older**
- **Answer questions regarding your medications**
- **Advise on the best times to take the medication**
- **Ensure that you get the best value from our practice and that everyone is treated fairly**



HELP YOUR NHS CAMPAIGN

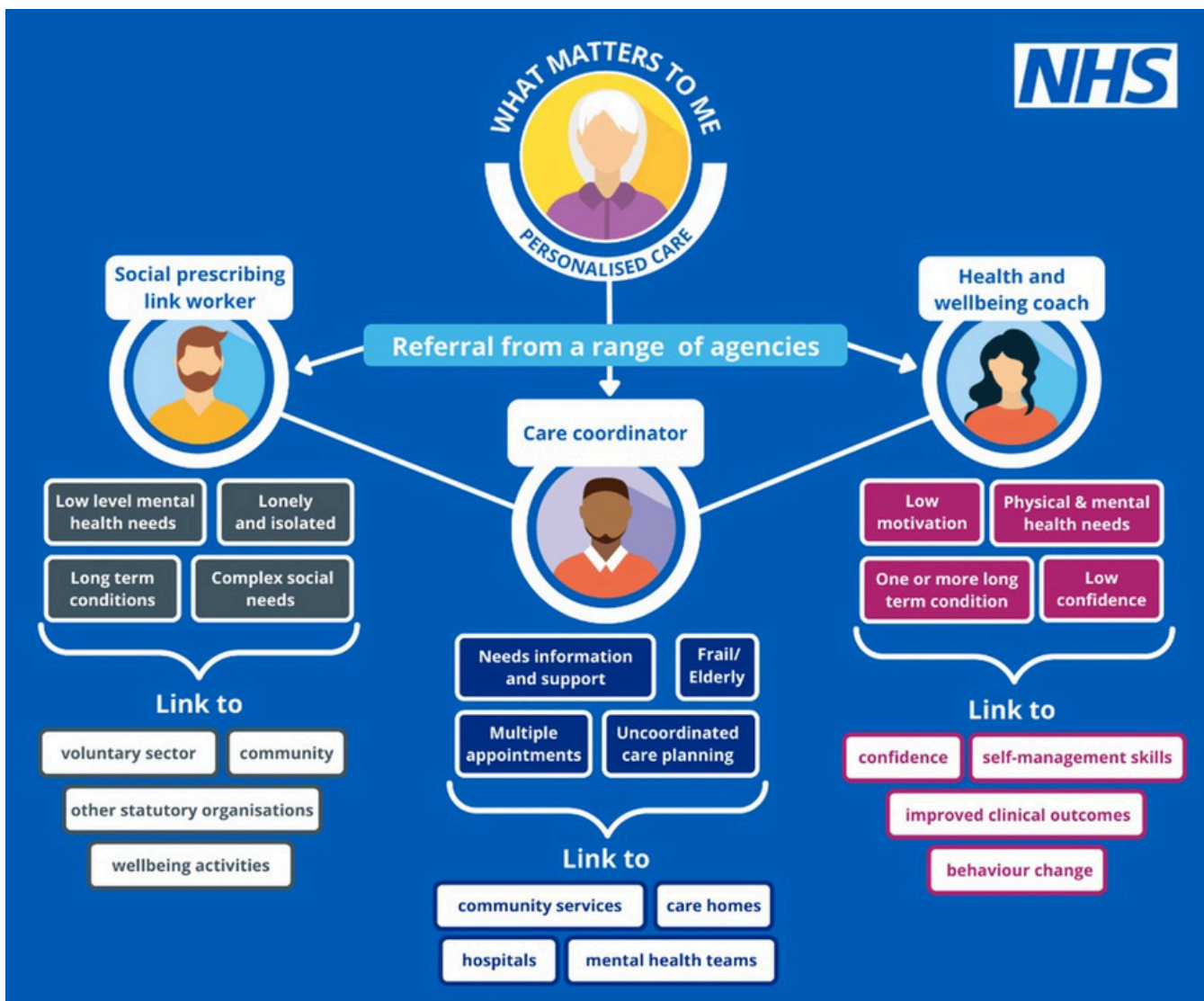
- NHS Dorset wants to ensure that each medicine prescribed offers the best opportunity for improved health and wellbeing. For the most part, prescribing of over-the-counter medicines does not achieve this.
- The NHS has been spending around £136 million a year on prescriptions for medicines that can be bought from a pharmacy or supermarket (£5 million a year in Dorset). By reducing the amount the NHS spends on over-the-counter medicines we can give priority to treatments for people with more serious conditions, such as cancer, diabetes and mental health problems.
- Reducing prescribing for over-the-counter medicines in Dorset would also significantly free up GP appointment times.
- NHS Dorset wants people to have the confidence to look after themselves where they can. This gives people greater control of their health without the need to visit their GP for minor conditions.
- The NHS needs to make difficult choices about where money is spent to get the most benefit for people in Dorset.
- Your GP, nurse or pharmacist will not generally give you a prescription for over-the-counter medicines for a range of minor health concerns, even if you qualify for free prescriptions. <https://nhsdorset.nhs.uk/health/medicines/helpyournhs/>

WHAT IS SOCIAL PRESCRIBING ?

Tom Crisp, Digital & Wellbeing lead, outlined the concept and practical help provided by the Social Prescribers. "Many things affect a persons Health and Wellbeing, things that might not need to be treated by a clinician or with medication. There are many factors that need to be taken into account, such as loneliness, isolation, housing issues, financial problems and many more. Our Social Prescribers connect people to non-medical support to address these issues and the needs of our patients.

Social prescribing involves understanding the complexities of people's lives and the inequalities they may face. Using a shared decision making approach, it can help change the circumstances that make people unwell, and empower them to manage existing health problems. It can help people to connect and to grow in confidence.

How does it fit into Primary Care?



The numbers... Apr-Sept 2024

- Patients offered Social Prescribing - 1017
- Follows up arranged (any staff) - 1742
- Patients providing care - 502
- Patients supported with Physical Health Problems - 124
- Patients supported with Social Isolation - 128
- Patients supported with low level Mental Health problems - 207
- Patients supported with benefits and entitlements - 94
- Patients supported with bereavement - 82

These are just some of the topics we support our community with, there are so many things that affect a person's health and wellbeing.

QUESTIONS AND DISCUSSION

There was a question about the number of DNA's (Did Not Attend), given that patients are now offered appointments and consultations in response to their triaged requests.

Some of the reasons include - a condition resolving itself before the appointment was due, people forgetting about the appointment or not being available for any of the arranged telephone calls. Each missed appointment wastes both money and the time which could have been available to another patient.

There was a suggestion that those who failed to turn up for an appointment should be charged in some way. However, this couldn't happen as it is against NHS policy. The clear message is, if for whatever reason you are unable to make an appointment let the Practice know. If you received a text informing you of an appointment - then you can cancel it that way, or by telephone or online, through SystemConnect.

Other conversations were around Collective Action which we covered in the October Newsletter and a plan to improve Continuity of Care. There is recognition that there are not enough GPs to provide an approach where a patient always sees the same clinician, but it is possible to redesign a Multi-disciplinary Team (MDT) approach to continuity for groups of the population. 'I tell my story only once'.

For example there are 4544 patients that are coded as frail, this is approximately 20% of the practice population. This group will have a number of long-term conditions that will impact on their health and wellbeing. Therefore a proactive approach with these patients, will ultimately improve patient and staff experience. It will also reduce the reactive needs of this population. There will be more information about this approach in future Newsletters.

ONLINE DIABETES SUPPORT

A new online hub has been launched to support people living in Dorset who may be at risk of developing diabetes or already live with the condition. The new hub has been developed by NHS Dorset alongside people living the condition and local partners from the health and care sector to provide information and support for people of all ages who are affected or may be at risk. This includes self-management tools, resources and advice on how to live a healthy lifestyle and reduce individual risk.

In Dorset, more than 52,000 people have been diagnosed with diabetes, representing over 6.3% of the population, with thousands more identified as being at a heightened risk of developing the condition.

www.nhsdorset.nhs.uk/diabetes

BLOOD PRESSURE CHECK

The Practice asks ALL patients to pop in next time they are passing by and utilise the self service Blood Pressure machine. They need up to date measurements regularly to help keep you safe, prescribe the correct dosage of medications and to meet Government guidelines. It's quick, efficient and easy to use, so please take your measurements and then either hand in at reception or drop us an email with your results on bvpwellbeing@dorsetgp.nhs.uk.

If you are emailing it, please ensure you give your full name and date of birth. Any problems, please let the wellbeing team know! 01747 856786

HEALTHY BLOOD PRESSURE – WHAT DO YOU THINK?

Please spare five minutes to let the local NHS know your views on blood pressure.

High blood pressure (also called hypertension) often has no symptoms, so you may not realise you have it. However around one in four people are affected and it can lead to serious problems like heart attacks or strokes (both cardiovascular diseases).

As such, preventing and tackling high blood pressure is a priority of the NHS and we are seeking the views of local people which will help shape future services, prevention work and care for those who are affected.

Responses are being collated on behalf of the Southwest region by the team at NHS Gloucester, however all responses are confidential, and no identifiable data will be shared.

Give your views via the link below. The survey closes on Friday 6 December 2024.

<https://www.smartsurvey.co.uk/s/Dorset-BP/>

WHAT SHOULD THE FUTURE NHS LOOK LIKE?



The Department of Health and Social Care is leading this work, alongside NHS England (NHSE). It is the combined role of these organisations to support, protect and improve the health and wellbeing of populations in England. The purpose of this engagement is to gather feedback from the general public and people working in health and care to inform decision-making on the government's 10 Year Health Plan for England.

They want to have the biggest ever conversation about the future of the NHS. It doesn't matter whether you have a lot or a little to say. Your views, experiences and ideas will shape a new 10 Year Health Plan for England.

This is open to everyone. If you are a member of the public or someone who works in health and care in England, then go to the website to tell them how the NHS needs to change.

If you are contributing as a representative of an organisation, complete the organisation questionnaire. This is an early opportunity to share your insights as an extensive programme of engagement begins, to develop the 10 Year Health Plan.

If you register your email address, the NHS will stay in touch to seek your views as the 10 Year Health Plan develops.

www.change.nhs.uk

HELP IMPROVE SELF CARE SUPPORT IN DORSET



The Dorset General Practice Alliance has launched a survey to help general practice surgeries better understand how people across Dorset manage their health, especially when it comes to self-care for minor illnesses or ongoing conditions.

Whether you're managing a long-term condition or simply want to feel healthier in everyday life, your input is vital.

Please take 5 minutes to complete our confidential survey. Every answer counts and helps us create a healthier Dorset for everyone.

[Take the Survey Here](#)

For more information visit www.dorsetgpalliance.co.uk/news/selfcare/

Thank you for being part of the conversation on self care and health support in our community.

Some of you kindly took part in this Survey last month, when it was being piloted. Your input has been captured, so you don't need to complete it again. If you haven't - please do!