

# The Porch Surgery

## Spring 2023 Newsletter

**The Porch Surgery Newsletter is back after an absence caused by the Covid Pandemic that affected so many parts of our daily lives.**

### **Surgery and staffing updates**

We have had a number of staff changes since our last newsletter:

- Dr Tom Gamble joined us as a GP Partner in September 2022.
- Dr Ogilvie and Dr Vaughan-Williams have joined us on permanent basis now they have completed their GP training. Congratulations to them both!
- Sarah Smith, formerly our Reception Manager, has progressed into her role as Deputy Practice Manager.
- Dawn Ellis has joined us as our Advanced Nurse Practitioner.
- Abdi Awil has joined us as our Physician Associate.
- Alongside this, there has been a number of changes to our admin and reception teams.

### **Extended Access hours**

The Porch Surgery is now open until 8pm on a Monday evening and from 7:30am on a Tuesday morning (excluding bank holidays). We also now offer appointments on a Friday evening and on a Saturday every five weeks on a rotational basis with the other 4 surgeries in our Primary Care Network (PCN). These appointments are face to face or telephone on a Saturday morning and telephone on a Friday evening and Saturday afternoon. Please visit our website if you would like to find out more information about Extended Access hours.

### **GP Appointments**

A variety of telephone and face to face GP appointments are released every day for the same day, the following week and for two weeks' time. Please be kind to the reception staff as you may have to call on more than one occasion to secure an appointment, please be assured that if your matter is deemed urgent you will be booked for a telephone consultation with the duty doctor. The surgery also provides a variety of appointments alongside GP appointments, these include Minor Illness Clinic (MIC), Advanced Nurse practitioner, Physician Associate, Phlebotomy, Housebound home visit appointments and other clinics.

## Missed appointments

We are continually working hard to reduce the appointments wasted each year. As a patient it is your responsibility to cancel an appointment in good time so it can be released for others to use. You can cancel your appointment via the NHS app or telephoning the surgery and selecting option 1.

In February there were 6950 appointments – of which 85 were DNA's. Of these 85, 39 were missed nurse appointments, 25 were phlebotomy, 10 were GP appointments, 7 were physician associate, 3 were immunisations and 1 was a minor illness clinic appointment. This equates to over 31 hours worth of appointments.

Patients that regularly miss appointments with no warning will be removed from The Porch register.



In Feb, there were 6950 appointments

Of these, 85 were missed appointments



## Carer's Support

We are pleased to tell you all that the Porch surgery has been awarded Platinum level in our recent submission for the Carers GP Accreditation scheme 2021/22.

If you are a Carer or are cared for by someone, please let reception know. This is useful information for your GP and will be recorded on your medical records.

We have a Carer's pack available to download from the website, as well as other information regarding the upcoming carer's clinics and events.



## Annual Patient Survey

**GP Patient Survey** - [english.pdf \(gp-patient.co.uk\)](https://gp-patient.co.uk/english.pdf)

Some patients registered at the GP practice will soon be invited to take part in a national survey about their experiences of local NHS services. It covers issues that concern patients, such as access to care and satisfaction with treatment. If you receive a questionnaire, please help NHS England by filling it in as soon as possible.

## Patient Participation Group (PPG)

We are fortunate to have an active Patient Participation Group at The Porch Surgery, where the retired population is well represented.

The PPG would like to engage with any underrepresented and seldom heard groups. This would include patients with mental health conditions or groups with protected characteristics as identified in the Equality Act 2010 (Age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation).

The PPG meet quarterly for an hour over lunchtime with a GP Partner, Practice Manager and other members of the team.

If you would like some more information, please contact Becky Drennan at the surgery.



If joining the PPG isn't for you, we would still like to hear your views about the Porch Surgery. You can do this by leaving comments in the box provided just as you enter the Porch. Comments can be anonymous, but if you feel able you can leave your name and email details so a member of the PPG can contact you about your comment. Please be assured that comments will be treated confidentially.

## YOUR GP SURGERY NEEDS YOU!

Are you interested in finding out more about The Porch Surgery?

Would you like to influence the development of local health services?

Would you like to attend quarterly meetings with Practice Leaders and a GP?

Would you like to improve the communication between your practice and its patients?

Would you like to be heard in your GP Surgery?

**We need patients of all ages to join our Patient Participation Group (PPG)**

## Learn more about the Airmid app and the Living Well Team



### The Airmid App

"Your Health, Your Record, Your App"

Book Certain  
Routine  
Appointments

Access Your  
Online Medical  
Records

Test  
Results



Medication  
Management

Online  
Consultations

Vaccination  
Records

Correspondance



Scan here to find out  
how to download the  
app today



Chippenham, Corsham and Box Primary Care Network

Airmid is our new innovative patient-facing app, designed to support patients and clinicians alike by allowing individuals to engage with The Porch Surgery and take control of their healthcare. Airmid allows you to coordinate your care across the NHS, from requesting medication to booking appointments. Self-registration using the NHS Login service.

**Come along to our Airmid / PCN Living Well stall on the morning of Tuesday 25th April in the waiting area at The Porch Surgery.** One of our PPG members will be demonstrating the Airmid app for those patients who would like to learn how to use it. A member of the PCN Living Well team will also be available for you to learn about our Living Well Teams and the work they do in your community.

### PA telephone line

We have another option for patients when calling the surgery. Between 9:00am-4:30pm, patients can speak directly to the medical secretaries. This is especially useful for patients to get hold of the team without needing to join the queue for the enquires line. However, this will not be used as a back route to get an appointment, if this happens patients will be asked to call back and press the correct option for appointments.

### The Friends and Family Test (FFT)

You can provide feedback to The Porch Surgery via text or by filling in one of our Friends and Family forms which are available from Reception.

In February 2023 - 255 electronic responses were received which is a 10% response rate.

98% of people would recommend us

1% would not recommend us

2% are not sure