

The Porch Surgery

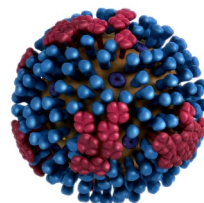
Autumn 2023 Newsletter



Flu and Covid-19 additional vaccine

Bookings are now being taken for patients that are eligible for the flu and Covid-19 vaccinations. The Covid-19 vaccine is being offered to:

- people aged 65 and over
- residents in care homes
- anyone aged 6 months+ and in a clinically at risk group
- anyone living with a person in a clinically at risk group
- health and social care staff.



Please see our website for further information.

New Appointment Booking System from Monday 18th September 2023

Following patient feedback, we have started trialling a new way for our patients to access the surgery. You will be asked to submit your medical request using a quick and easy online form. The system is called **Patient Triage** and once the form is completed and sent back to the surgery, a Doctor will review the form and determine the most appropriate action based on the information you have provided.

Patients who do not have access to the internet or are unable to use the form can still call the surgery and one of our reception team will complete the form with you, this will then be sent to the Doctor in the same way as patients using the online link.

The form can be found on our website or by searching the following link:

<https://florey accurx.com/p/J83010>

We think this will be much easier for patients than waiting on hold to speak to a receptionist. Patients can be reassured that the form will be reviewed by a Doctor, and they will determine the most appropriate action based on the information provided in the form. We understand that the change may be difficult, but we strongly believe that this new approach will ensure patients' needs are met safely and efficiently.

If you would like any more information, please visit our website:

<https://porchurgery.nhs.net> or telephone the surgery on 01249 712232

Chippenham Corsham & Box Urgent Care Centre New Road Surgery, Chippenham

The five practices that form the Chippenham Corsham and Box (CCB) Primary Care Network (PCN) formed an Urgent Care Centre (UCC) at New Road Surgery in Chippenham. This new patient service has been in place since June 2023.

The UCC operates 08:00 to 18:30 on each Monday and Friday. It has been providing a significant proportion of the urgent, on-the-day appointments currently provided by the 5 practices within the PCN.

The UCC utilises multi-disciplined teams resourced with Clinical Staff from the Practices and their colleagues within the PCN.

Patients access this service by contact with the GP surgery in the usual way. If appropriate, the UCC will contact patients to offer a telephone / face to face appointment.

The Partners of all Practices trust the UCC, alongside other approaches, has been demonstrating to their patients a continuous commitment to develop services that enhance patient access and experience.

Carer's Health Clinic

We are running a Carers Health clinic on Tuesday 10th October here at The Porch Surgery. Patients will be invited to this. We will have a representative from the Living Well Team in the waiting area in the afternoon to provide you with information about their service and any events that are taking place in the local area.



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.

GP Patient Survey

Thank you to those of you that completed the GP Patient Survey. This is a national survey that asked about your experiences of local NHS services. It covered issues such as access to care and satisfaction with treatment. The overall experience of our patients was 78%, compared to the National average of 71%.

Patient Participation Group (PPG)

Celebrating 25 years of the PPG!

Thank you to all of those members, past and present, that have given up their time to the Porch PPG.

We celebrated with tea, cake, sandwiches and bubbly in the waiting room of the Surgery and one of our former Partners, Dr Margaret Hatherell, joined us for the occasion.



YOUR GP SURGERY NEEDS YOU!

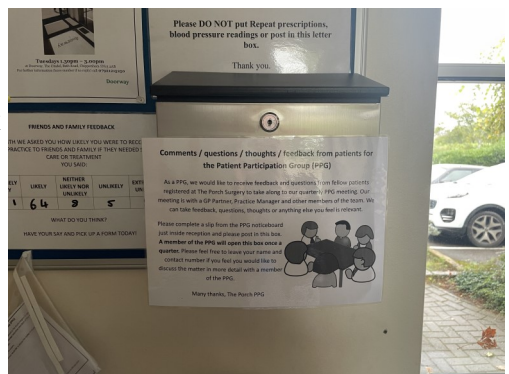
We are fortunate to have an active Patient Participation Group (PPG) at The Porch Surgery, where the retired population is well represented.

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) and young people / adults.

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 (Rebecca.drennan1@nhs.net).

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 black post-box just as you enter the foyer of the Porch on the right hand side. Comments can be anonymous, but if you feel able you can leave your name and contact details so a member of the PPG can contact you about your comment. Please be assured that comments will be treated confidentially.



Airmid / Living Well Stall

In April, we held an Airmid/Living Well stall in the waiting area of the surgery. Steve (PPG member), demonstrated the Airmid app to patients that were keen to find out more about the app. Lesley from the Living Well Team spoke with patients about the work they do in your community.



(From left to right: David - PPG, Steve - PPG, Lesley - Living Well Team, Wendy - PPG)

The Friends and Family

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 August 2023, we received 474 responses - 458 of which were electronic. The responses from electronic responses were as follows:

Very Good - 385

Good - 62

Neither Good nor poor - 6

Poor - 2

Very poor - 1

Don't Know - 2

Missed appointments



In Aug, there were 6727 appointments



Of these, 81 were missed appointments

Nurse Clinic - 31

Phlebotomy - 23

GP - 10 (3 x Duty appts and 7 x routine appts)

Minor Illness - 4

Immunisations - 4

Physician Associate - 9

Please contact the surgery to let us know if you are unable to make your appointment, within good time, so it can be offered to someone else.

Veterans



Armed Forces veteran friendly accredited GP practice

If you are a veteran, please tell us as soon as possible. We will record it in your medical records.

This means you are more likely to receive specialist veteran care and consideration in the future, including referrals to specialist veteran health services if needed.

www.nhs.uk/nhs-services/armed-forces-community

Staff News

Dr Charlie Berrisford retired from The Porch Surgery on 7th September. We wish Charlie well on his next adventures and thank him for all of his hard work here at the Surgery over the past 5 years!

Bridie Martin (former receptionist) has been promoted into a new role within the PCN as a GP Assistant (GPA). Bridie will still be based here at The Porch. Congratulations Bridie!