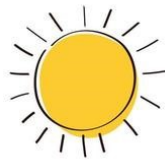


The Porch Surgery

Summer 2024 Newsletter

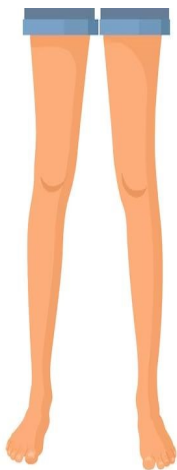


GP Workload pressures

The latest GP workforce figures for England show the number of patients per practice is rising. GPs are now responsible for about 18% more patients than in 2015, demonstrating ever-mounting workload pressures.

The NHS in England has lost the equivalent of 1,790 full-time fully qualified GPs since 2015. There are also fewer GP practices, with a decrease by 106 over the past year. This fall in both staff numbers and GP practice coincides with a rise in patients: as of March 2024, there was another record-high of 63.27 million patients registered with practices in England – a full time equivalent GP is now responsible for an average of 2,295 patients (Information taken from Wessex Local Medical Committee).

Leg Health



There will be a stall in the waiting room on Friday 28th June (AM) promoting leg health.

Please come along to see what the team have to say and get some helpful tips and advice.

NHS

The Porch Surgery

Beechfield Road | Corsham | Wiltshire | SN13 9DL
01249 712232



The Porch Surgery



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information about what is
happening at the surgery



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Carer's Health Clinic



We ran a Carers Health clinic on Tuesday 11th June here at The Porch Surgery. There was a representative from the PCN Living Well Team in the waiting area in the afternoon to provide patients 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 in the local area.

Missed appointments



In May, there were 9770



Of these, 111 were missed

Of these 111 missed appointments, the following appointments were wasted:

Nurse Clinic - 38

Phlebotomy - 21

Immunisations - 24

GP - 14 (12 x routine, 2 x duty doctor)

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

The Porch Surgery staffing news



Dr Mohr and Nurse Clare Saunders have been with The Porch Surgery for 20 years. What an achievement!

Dr Corinne Else retired from The Porch Surgery on 11th June 2024. We wish Corinne well on her next adventures and thank her for all of her hard work here at the Surgery over the past couple of years!

Dr Haskins leaves us at the end of July as he is moving onto another trainee placement. We will have Dr Bell for a year, who is another trainee Doctor. We have a new receptionist joining the team at the end of June.



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 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 via email: Rebecca.drennan1@nhs.net or by telephone: direct dial 01249 717017.

The Friends and Family

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

In May 2024, we received 676 responses - 31 of which were paper responses.

Very Good - 579

Good - 66

Neither Good nor poor - 20

Poor - 4

Very poor - 5

Don't Know - 2

We very much appreciate your feedback, thank you for the time you take to give this.

The Porch Surgery Appointment Booking System

Since September 2023, we have been using Accurx Patient Triage for patients to access the surgery. You have been submitting your medical request using a quick and easy online form. Once the form is completed and sent back to the surgery, a Doctor reviews the form and determines 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 however 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>

If the Doctor determines that a routine appointment is the most suitable, you will be sent a link to book a routine telephone or face to face appointment. The link lasts for 7 days and after this time it will expire. If expired, please call to request a new link. Appointments are released daily at 8:00am and 1:30pm Monday to Friday and you may have to try on more than one occasion to secure an appointment.

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

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