

— November Issue 2025 —

*A newsletter made by the staff of Whitby Health Partnership*

# W.H.P Newsletter

**INSIDE,  
WE  
ALSO  
TALK  
ABOUT:**



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## Brand new Newsletter!



Dear reader,  
**Welcome to our first issue of our new newsletter!**

As we move into the winter, we remain as busy as ever! We encourage all patients to sign up for online access and the NHS App. More and more NHS services (including us) are using the app to disseminate information in a far more efficient way than the postal service.

You can use the NHS App to check results, view hospital letters, upcoming appointments and to order repeat medication. Simply download the NHS App via Google Play or the App Store and turn on notifications. Messages will appear in the 'View messages from your GP surgery and other NHS services' section.

It is essential to link your NHS App account to the surgery in advance.

## Appointment Access Update

### **This has been nationwide since the 1st October!**

In line with national changes to the GP Contract, and to help improve appointment access for patients.

Whether you make your request by phone, online, or by visiting the practice, you may be asked to provide some brief details so we can assess what's best for you based on your clinical need. Our GP-led triage team will review your request and respond to determine the most appropriate member of the team or local service to deal with it.

This could be:

- An appointment that day or on a subsequent day
- A phone call that day or on a subsequent day
- A text message responding to your query
- Advice to visit a pharmacy or another NHS service
- A routine appointment offer within 4 weeks

### **What is a Routine Request?**

Routine requests are issues that:

- Are stable and non-urgent
- Don't need a GP to make a decision that day
- Are safe to wait 7 days or more
- Can be managed through a pre-booked GP appointment



These are usually follow-up matters or issues that don't require immediate clinical input. If, after reviewing your request, the clinician decides it meets the definition of routine, you will be sent a booking link. If no routine appointments are immediately available, you still have access to one — you may just need to try again, as the system updates regularly when new slots are released.

## **what is a non-routine request?**

A non-routine request is something that needs clinical input but doesn't meet the criteria for routine care. These often involve new or changing symptoms, uncertainty about what to do next, or situations where a clinician's judgement is needed sooner than a routine appointment allows. In line with national changes, if we reach the limit of what is safe to manage, we may need to signpost you to other services — such as NHS 111 — until capacity is restored. This helps protect safety and ensures urgent needs are not missed.

# Paco! Our new digital front door



*We are pleased to announce upcoming enhancements to our online consultation system that are designed to make managing your healthcare needs simpler and more integrated. In our ongoing effort to improve your experience, we will be transitioning to a new system called Blinx PACO GP.*

## What are the major changes for you as patients?

**Login Process:** With Blinx's PacoGP, you will no longer need to create an account or remember a password. Instead, you can log in using your NHS number and Date of Birth.

**Health Forms:** PacoGP makes it easy to submit requests, whether they are administrative, medical, or other, by completing health forms. These forms feature clear and concise questions created to improve our online services' efficiency.

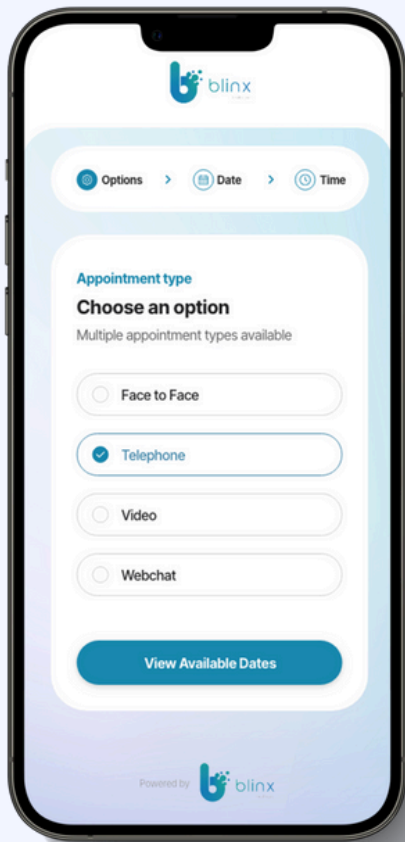
**Messages From The Practice:** We will also be using PacoGP as our communications service.

**Digital Front Door:** Our online requests will now come through Blinx's Digital Front Door (DFD).



## Online Patient Access from **paco**<sup>GP</sup>

Enter the Digital Front Door 



## Steps you need to take as a patient

### **Update Your Communication Preferences –**

Soon, we will send you a message requesting that you update us with your contact details, consent status, and preferred method of communication. Please await this message and respond using the link to the form attached.

**Find Your NHS Number –** You will need your NHS number for the new system. You can locate it in your NHS account or you can contact us.

### **Why Blinx's PacoGP**

Based on the valuable feedback we've received from patients, we have chosen Blinx to improve security and ease of use. With Blinx, you no longer need to remember a username or password. Instead, you can log in using your NHS number and date of birth. Verification will be done through a code sent to your contact details, making access to our services more straightforward.

Using Blinx's PacoGP also enables us to reduce the number of different systems we use within the practice. This means we can improve your experience with our practice by improving our internal efficiency.

Your health and convenience are our top priorities, and we are confident that these changes will greatly enhance your experience with **Whitby Health Partnership**. Thank you.

## Whitby Health Partnership provide 3 types of appointments:

### **Whitby Health Partnership provide 3 types of appointments:**

**Same day –** Urgent / on the day- From 6am Mon-Fri

**Routine –** Not urgent but important- 6:00am-6:30pm Mon-Fri

**Specialist –** Chronic disease management and specialist clinics-  
On invitation to book

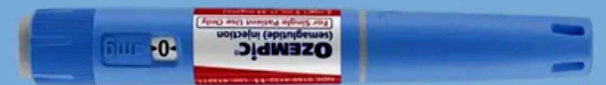
**YOU CAN SUBMIT A REQUEST ONLINE, VIA TELEPHONE OR IN PERSON**



# Weight loss medication information



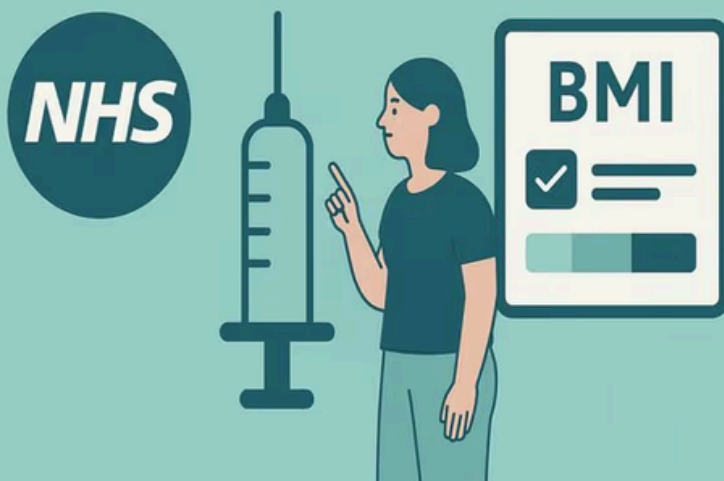
Obesity is a national crisis and one of the drivers of diabetes with links to increased cancer rates. We were all excited by the announcement that GP's would be able to prescribe tirzepatide (mounjaro) and we received many queries on this as the popular press and news did not adequately explain the commissioning guidance. The rollout is being phased to manage demand, starting with patient with a latest BMI of at least 40 (currently, obesity is defined as a BMI  $>30$ ) which is very overweight.



In order to qualify, the patient must have at least four of the following long term conditions (in addition to a latest BMI of at least 40):

- Type 2 diabetes
- Heart failure/ established cardiovascular disease
- Hypertension
- Hyperlipidaemia
- Sleep apnea (diagnosed and using CPAP)

## NHS Weight Loss Injections



We have run patient searches and numbers of those qualifying for initiation in the first in the first year are relatively low. We plan to contact all patient.

We are aware, however, that many of our patients are accessing Mounjaro privately via online or high street pharmacies. Many notify us that they are prescribing for our patients but, sadly, some do not. Please ensure that you let us know, especially if taking any prescribed medication.





Oral contraceptives and hormone replacement therapy (HRT) in particular can be affected by weight loss drugs. Oral contraceptives may be less protective (hence the advice to use alternative cover for one month when starting mounjaro and at any dose increase).

For HRT, there are concerns regarding the effect of oral progesterone (given to protect the uterine lining), so long-acting reversible contraception (LARC – e.g. the Mirena Coil or patches) are seen as safer solution if using mounjaro.

**Please discuss with GP if you may be affected.**

**We do offer other pathways for weight loss management, that we are able to refer you or you can self refer by our website.**

# Weight Management Options on the NHS

Weight Management Options	BMI		
	Less than 30 BAME* Less than 27.5	30 - 39.9 BAME* 27.5 - 37.5	More than 40 BAME* More than 37.5
Referral to NHS Better Health 	✓	✗	✗
Referral to NHS Digital (must have diabetes or hypertension) 	✗	✓	✓
Brio Weight Management Service (must have either a learning disability, severe mental illness, medicated hypertension or physical disability)	✗	✓	✗
PCN Health & Wellbeing Coach 	✗	✓	✗
Bariatric Assessment Pathway 	✗	✗	✓

\*BAME  
Black, Asian or Mixed Ethnicity

# Surgery Updates!

As you know, if you have recently been to us, we have updated our reception area! The new desk is also wheelchair friendly and aesthetically pleasing, with acoustic panelling, built-in lighting and pelmet.

The new three clinical rooms are still in progress. All of these rooms will be fitted out with new equipment, flooring and Examination Beds.

**We also have three new members of staff joining us!**

We have Helen our new Mental Health OT!

We also have Barbara our new ANP!

Finally, we have Robert our new Nurse!

**We hope you settle in well!!**



**We have a new reception!**

**AND...**

**Shortly we will have 3 new clinical rooms upstairs!**



## Protected learning dates

What is this? This is part of a national initiative where GP practices close to allow, doctors, nurses, and the wider team to take part in essential training and development. It ensures staff can keep up to date with the latest medical guidance, improve skills, and continue providing patients with safe, high-quality care.

**Tuesday 03-02-2026**

**Wednesday 11-03-2026**

**Tuesday 21-04-2026**

The practice will close at 1pm on the above dates, if you need medical assistance please contact NHS 111 online or by phone, attend a walk in centre or speak to your community pharmacist. In a life threatening emergency, please contact 999 or attend A&E.



## **Thank you for your feedback!**

- They are all fantastic and very helpful when you phone up for Appointments did not know how to book online.
- The receptionist was very helpful and did it for me. Thank you
- Very professional & friendly
- I had B12 appointment and everything went smoothly with a very friendly and professional nurse
- Very helpful and pleasant thank you
- I was very happy with my appointment
- Everyone is very helpful & extremely nice people
- I always receive professional and kindly welcome at the surgery.



**See you in our next issue!**