

# NDHC NEWSLETTER



OPENING HOURS

Monday: 08:00 - 18:30  
Tuesday: 08:00 - 18:30  
Wednesday: 08:00 - 18:30  
Thursday: 08:00 - 18:30  
Friday: 08:00 - 18:30



CONTACT

via PATCHs  
patches.ai/practice/newtondrive  
healthcentre  
01253 204585  
blackpool.ndhcadmin@nhs.net

CAN YOU SPOT ALL THE WORDS WE HAVE  
HIDDEN IN THE GRID BELOW?

E	H	S	C	E	E	I	M	G	D	N	D	I	M
M	O	H	O	R	I	N	O	E	R	D	D	E	E
L	H	S	G	I	R	J	A	T	I	A	E	R	D
A	T	H	N	T	O	E	D	B	V	M	M	E	I
T	G	H	I	M	T	C	I	E	E	M	I	E	C
I	D	C	R	R	O	T	E	T	P	K	H	S	I
P	E	P	A	V	R	I	G	T	M	H	T	I	N
S	P	T	C	R	O	O	L	E	M	G	O	G	E
O	O	E	S	E	E	N	O	R	N	A	E	N	T
H	N	E	W	T	O	N	V	S	O	U	T	W	E
D	O	C	T	O	R	O	E	C	S	I	R	I	M
E	N	T	M	E	I	E	S	O	O	M	D	S	E
S	T	I	C	K	E	R	J	R	L	M	L	S	E
A	R	E	T	E	M	O	M	R	E	H	T	G	N

CARING  
GLOVES  
DRIVE  
NEWTON  
DOCTOR  
PHONE  
THERMOMETER  
NURSE  
INJECTION  
MEDICINE  
HOSPITAL  
STICKER  
GET BETTER

Welcome

Hello an welcome to the first ever  
edition of the Newton Drive  
Newsletter.

Our practice has grown  
significantly over the last few  
years and we now look after over  
12200 patients.

The introduction of PATCHs to  
the surgery has changed the way  
our patients contact the surgery  
and appointments are offered.  
This has gone really well and we  
will introduce you to the team  
later in the newsletter.

## Practice News and Updates

At Newton Drive we love to celebrate the achievements of our staff, whether this is a personal challenge or achievement, a team effort or raising money for charity.

In May, 9 members of staff completed the Trinity Hospice 10k, raising over £700 for this amazing charity.

Donna, our Administration Lead, set herself a target of walking 100 miles in May to raise money for Cancer Research. She finished on 106 miles and raised £120.



**patches**  
health

## PATCHs Online Consultation Tool

In September, the Practice made the decision to move our appointment system to a 'Total Triage' system.

This means that all appointments must be triaged before they are booked, to ensure that the patient is seeing the most appropriate person for their problem.

Not all problems require the attention of a GP and not all problems require an appointment. The easiest and most efficient way to manage requests is via an online consultation tool - PATCHs - patients create an account and can submit requests for appointments throughout the day.

Patients who require an appointment will be contacted to arrange one with the most appropriate person or directed to an alternate service for help.

You can still call the surgery for advice, but there may be instances where you will be directed back to PATCHs to submit your request as this is the most appropriate way for you to get help. If you need help to set-up or use your PATCHs account, please drop into the surgery with your device and we will be happy to help you.

## Meet The PATCHs Team

When you have submitted a request via PATCHs, these requests are then triaged by a team of PATCHs Coordinators that are led by one of our 3 Partner GP's.

*(You may have seen one of these GP's as a patient in the past)*

Our PATCHs Coordinators have worked at the surgery for a number of years and have experience working within reception and have then had extra training to enable them to triage requests effectively.

The Partner GP's rotate their time within this team and offer valuable clinical advice and often reply to and deal with requests directly.

This way of managing appointments offers fairer access to appointments, patients are offered the appointment they need at a time to suit them.

All appointment requests will be triaged through PATCHs, even if you are not able to do this yourself.



**Charna & Emily**  
**PATCHs Coordinators**

Charna and Emily are employed directly by Newton Drive Health Centre and do not work for PATCHs health.



## Ordering Your Repeat Medication

Many patients take medication that needs to be ordered each month. It is the responsibility of the patient to order their medication when they need it.

Medication can be ordered up to 7 days before it is next due to be repeated and all requests will be processed within 48 hours.

Day Requested (Before 2 pm)	Request Completed (After 2 pm)
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

Please note: If you feel that your request is **urgent**, please submit it through PATCHs before 2 pm, with the reason for the urgent request. This will be assessed accordingly. More information is available on our website.

You can order your medication:

- In person at the surgery
- Online via PATCHs, Patient Access or the NHS App

*you can link any of the above apps to our clinical system so that you can see a list of your repeat items. This makes it easier when ordering as you can select the items you want from the list.*

*Get in touch with our Care Navigation Team to set this up!*



## Introducing.....

## Care Navigators!

With the introduction of PATCHs into the Practice, there are other roles in within the surgery that have changed and adapted too.

This means we have moved away from the term 'Receptionists' in favour of 'Care Navigators'. We feel this term more accurately represents the work this team does.

Our aim is to provide care navigation at the point of first contact, our Care Navigators are trained to direct patients to the most appropriate place to get help for their problem. They will advise you to submit requests via PATCHs, arrange for a call back from the on-call GP or direct you to a local pharmacy - and more!

Care Navigators will do their best to help you find the right help as fast as possible.

Same great team....new name!

## WE NEED YOU!

Flu season is fast upon us!

To ensure we continue to offer the best service to our patients we are asking for feedback on the delivery of our annual flu clinics.

If you have 5 minutes, please scan the qr code with your phones camera and answer a few short questions.

All answers will help us improve our service - Thank you!



## Feedback

*Its prompt and quick. And i have a data trail for reference.*



*I have always found the people at the practice so kind and helpful.*

*I can ask a health related question without needing to use an appointment unless necessary.*

*Very professional and explained everything great*

*It has always been a helpful and efficient Surgery.*

*I never have any problems, the staff are always helpful. Never have to wait long for an appointment*

*AS NORMAL ALL FIRST CLASS*

*Very good friendly doctor. Explained everything clearly.*

*HELPFUL STAFF AND EXCELLENT NURSE, ALL AROUND GOOD.*



*Quick access to the website and request processed and completed quickly.*



*As a new patient at your clinic I have been very pleased with service and treatment I have received.*

*Brilliant staff from start to finish. Taken my concerns seriously and feel reassured.*

*I LIKE PATCHS NOW BECAUSE I CAN EXPRESS MY SYMPTOMS CLEARLY AND I DONT NEED TO QUEUE ON THE PHONE ANYMORE*