**Chineham Medical Practice**

**NEWSLETTER**

**What is a Primary Care Network?**

Primary care is changing. You may have heard of Primary Care Networks recently and be unsure what this means. Since 2019, GP Surgeries in England have been encouraged to work together as a “group” to serve 30 – 50,000 people. This “group” of surgeries is called a Primary Care Network (PCN).

**Is Chineham Medical Practice in a PCN?**

Yes. The Practice is one of three surgeries that make up Whitewater Loddon PCN. The other two practices are Clift Surgery, Bramley and Whitewater Health, Hook and Hartley Wintney. Together are PCN supports more than 52,000 registered patients.

**What is the point of a PCN?**

Working together, practices can offer a wider range of services such as physiotherapy, pharmacy advice, counselling, extended access, and social prescribing.

**What does this mean me?**

When you contact the Practice now, you may not always have an appointment with a GP as the aim is to support people in the most appropriate way to get the best outcome. Over time you will see a wider range of services becoming available at the Practice or in the local area.

**You can find out more about Primary Care Networks at:** <https://www.england.nhs.uk/primary-care/primary-care-networks/>

A person holding a phone

Description automatically generated **NHS App**

We are aware some patients have had difficulties with the NHS App and problems with this national tool are harder for the Practice to help solve. NHS Hampshire and Isle of Wight are inviting anyone locally over 16 and registered with a GP practice to spend a few minutes taking part in a survey about their experiences at: <https://survey.ntropydata.co.uk/surveys/DPNHSAPP2024>

**A close-up of a logo

Description automatically generated**

**Have you used “Total Triage” yet?**

Back in February 2024, the Practice hosted a public meeting to make people aware of the switch from E-Consult to Total Triage. Total Triage means that every patient contacting the Practice needs to provide some information on the reasons for their contact. This information is reviewed by a clinician before an appointment is booked.

Typically, following review a patient will receive a text to confirm the recommended action. This may be a medication prescription, a blood test or other tests, or could be to make a for a face-to-face, on-line or telephone appointment via a link provided. The appointment will involve the most appropriate person in the clinical team such as: Nurse Practitioner, Practice Nurse, Pharmacist, Physiotherapist, or GP and the whole process is overseen by a GP.

We know that not everyone has a computer, on-line access, or a mobile telephone. You can still get the help you need as reception staff have been trained to assist and helping to organise any follow up.

Although this new way of working is taking us all time to get used to, we have already noticed that the queue for answering telephone calls is beginning to reduce. However, people have recently made us aware they are worried if they cannot get an appointment as quickly as they hoped. Patients should be aware that if a problem needs urgent attention at the point of contact, this will be followed up to take account of an urgent clinical need. It’s also worth noting that although you may have contact with different people in the clinical team, they can all access your records to maintain continuity of your care.

**COVID-19 Spring Booster.**

Until 30 June 2024, people aged 75 years and older, residents in care homes for older people, and those aged 6 months and over with a weakened immune system are being offered a dose of COVID-19 vaccine this spring in GP surgeries and other places. For more information please refer to: <https://www.gov.uk/government/publications/covid-19-vaccination-spring-booster-resources/a-guide-to-the-covid-19-spring-booster-2023#spring-2024-booster-eligibility>

Details of “Grab a jab” locations and dates are available: <https://www.hantsiowhealthandcare.org.uk/your-health/covid-19/covid-19-vaccination-programme>

**Patient Experience Survey**

Thank you to everyone who participated in the survey 18 – 20 March 2024. We are currently considering the feedback and will be publishing the plan for improvement, based on what patients have told us, in June 2024.

**Building Development**

Although there is no update about any development of the practice building, Partners continue to explore options. In the meantime, we are updating some the decoration etc. when this is necessary. Work is underway to get the lift back in to service which will help everyone access all parts of the building

**Staff Update**

As you may know, after both giving more than 30 years dedicated service to local people, Dr Shehla Jamil, and Dr Catherine de Mars both retired on 31 March 2024. A person smiling at camera

Description automatically generated

On 31 July 2024, Chris Embleton, (pictured above), our long serving Practice Nurse, will also be retiring. Chris will be remembered for her hard work throughout the years, and we are grateful for her contribution to the team’s effort serving the local community.

**Your Patient Participation Group (PPG) is open to all!**

The PPG is always pleased to welcome new members – please let us know if you would like to be involved: [contactus@chinehamppg.org.uk](mailto:contactus@chinehamppg.org.uk)

Further information will be available on the [Chineham Medical Practice website](https://www.chinehamsurgery.co.uk/)

**Do you know the difference between the various nursing team roles at the Practice? If not, this may help: -**

**Advanced Nurse Practitioners** are all qualified nurses with extra training and extended skills. They are an important part of the duty team each day. They triage and treat patients and are qualified to prescribe medication. GPs supervise their work.

**Practice Nurses** are qualified and registered nurses. They can help you with health issues such as family planning, healthy living advice, blood pressure checks and wound dressings. Amongst other duties, Practice Nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears.

Although **Healthcare Assistants** are not qualified as nurses, they are important members of the team. Amongst their various duties, they take blood (phlebotomy) and carry out health checks.

**Facts and figures – a typical week.**

* Currently 11 doctors with a range of experience and expertise cover clinical medical requirements.
* 3 Nurse Practitioners, 4 Practice Nurse and 3 Healthcare assistance make up the nursing team.

More information about the team is available at:

<https://chinehamsurgery.co.uk/surgery-information/staff/>

* Between January 2023 and January 2024, 610 patients who had booked, (out of a total of 19,901), did not attend appointments.

**A graph on a screen

Description automatically generated**

* On average, more than 40 people each week do not turn up. This means around 200 appointments a month, that could be used by others are wasted. **Thank you for cancelling your appointment if you can no longer make it!**