



# Stubbington Medical Practice Newsletter

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## UPDATE ON APPOINTMENT SYSTEM

Since April 15th, 2024, we have updated our process for patient contact and managing GP appointments. We now triage requests based on medical need, allowing us to handle more queries than the previous system. In May and June, we added over 40 extra GP appointments compared to the same months in 2023.

Between May 1st and June 30th, 2024, we received 2,885 eConsults, a significant increase from 1,458 during the same period in 2023. We will continue to review our appointment system to maximise efficiency.

In June 2024, there were 33 missed GP appointments, wasting over 8 hours of GP time. We kindly remind patients to cancel appointments they cannot attend so they can be offered to others.

Below are some of the comments from patients about our new system:

- *eConsult was used effectively to identify that I needed a face to face appointment. Both doctors involved were helpful.*
- *Completed e-consult and within 40 minutes nurse had telephoned and made an appointment.*
- *My eConsult was dealt with efficiently and effectively.*
- *Delighted with the new online service in arranging a GP appointment.*
- *Did an eConsult and was text an appointment within 30 mins. Very effective.*

We acknowledge that some patients prefer face-to-face consultations. Most of our GP appointments are face-to-face, as our GPs work in-house. If you have a telephone appointment but prefer an in-person visit, please contact us, and we can usually accommodate your request.

We understand that scheduling a blood test appointment can be frustrating. Currently, we offer an average of 175 blood test appointments per week. These appointments can be booked through your online access provider (NHS app/Patient Access) at 7PM, or by calling the practice from 8AM on weekdays.

We acknowledge that you may need to try multiple times to secure a booking. We apologise for any inconvenience this may cause. Please be assured that we are committed to offering as many appointments as possible within the resources available to us.

## NHS APP FEATURES

- \* Order repeat prescriptions
- \* View hospital appointments and referrals
- \* Get health advice
- \* View your health record
- \* More information available at

[www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)



## FLU AND COVID VACCINES

This year, the rollout of our flu and COVID-19 vaccines will commence later than usual. Historically, our vaccination clinics have started in September; however, this year, the Joint Committee on Vaccination and Immunisation (JCVI) has scheduled the vaccinations to begin in October.

Below is an extract from the gov.uk guidance sent to practices:

*Based on the evidence that flu vaccine's effectiveness can wane over time in adults JCVI have advised moving the start of the programme for most adults to the beginning of October. This is on the understanding that the majority of the vaccinations will be completed by the end of November, closer to the time that the flu season commonly starts. It is preferable to vaccinate individuals closer to the time when the flu virus is likely to circulate (which typically peaks in December or January), as this will provide optimal protection during the highest risk period.*

We plan to co-administer the flu and COVID-19 vaccines, as studies have shown this to be safe. Our clinics will begin in October, with two major clinics over a weekend followed by smaller clinics during our regular opening hours.

Patients will receive invitations via text message, email, and letter. Invitations sent by text message and email will include a link for direct booking. To update your mobile number or email address with the practice, please visit our website at [Change of Contact Details - Stubbington Medical Practice](#) or visit the practice to complete a paper form. Invitations sent by letter, you will need to visit or call the practice to be booked into our clinics.

We aim to start sending invitations around the end of August or early September. Any updates will be posted on our website and Facebook page. For those without internet access, updates can be obtained from our reception team.



## RSV VACCINE

Starting 1st September 2024, individuals turning 75 and those aged 75 to 79 will be eligible for a free vaccine against respiratory syncytial virus (RSV), an infectious disease affecting the airways and lungs.

RSV infection often causes symptoms similar to a cold, including:

- cough
- sore throat
- sneezing
- a runny or blocked nose

It can also make you become wheezy or short of breath and lead to pneumonia and other life-threatening conditions. There is no specific treatment, and most infections will get better by themselves.

Every year thousands of older adults need hospital care for RSV.

The practice hopes to start vaccinations in September, subject to vaccine supply. We will send invitations to eligible patients once vaccine delivery is confirmed.



## PPG (PATIENT PARTICIPATION GROUP)

### CARERS

In October 2022 this article appeared in the Newsletter in attempt to point out to us all what is a Carer. It is as relevant now as it was then. Please take a couple of minutes to read it.

*I am not a carer, because I am looking after my husband, mother, father or brother.*

*I can't go on the register because I am caring for a relative who lives in another area and goes to a different practice.*

That is just two of the reasons why people believe that they are not classified as carers.

Let us define what a carer is.

**A carer is someone who regularly looks after a spouse, partner, parent, relative or friend.**

Those folk need support because of a disability, health condition, mental illness, addictions or dementia. You do not get any reimbursement i.e. pay for caring. You are therefore classified as a carer.

It is important therefore that the Practice are able to identify patients who care for or who are being cared for. This helps the practice give them the relevant support.

Please use the link Carer Questionnaire on the Practice web site to notify them of your carer status or go into the surgery when next in the village and pick up the carer form.

If you want more information please contact the Practice using the email address:- [hiowicb-hsi.stubbington-admin@nhs.net](mailto:hiowicb-hsi.stubbington-admin@nhs.net) or telephone 01329 664321

### “A DAY IN THE LIFE OF.....”

It has been agreed with the Practice management that committee members will visit the Practice and chat to various members of the staff about their day to day activities. What do they do throughout the day, especially behind the scenes? What are the good things and what are the not so good? We hope to chat to Reception staff, Nurses, Administrators, Primary Care Network staff and finally GP's.

What is the point? We suspect that like us most of the patients do not have any idea what really goes on at their Practice after a medical clinician has seen them and the idea of our visit is to provide an article, similar to the Newsletter, that will help patients fill in the blanks and perhaps have a better understanding of what actually goes on..

Further information regarding the Patients Participation Group can be obtained from the Practice web site or by contacting [ppg.stubbington@gmail.com](mailto:ppg.stubbington@gmail.com).



# ZERO TOLERANCE

Recently, we have observed an increase in instances of patients being discourteous to our reception staff. We understand that accessing healthcare services can sometimes be frustrating. However, it is important to remember that our staff are here to assist you, and being rude will not facilitate your access to care.

In the past week alone, our staff have endured racist comments, shouting, threatening behaviour (such as stamping and hitting fists on the front desk), sarcastic remarks, and tutting. This behaviour is completely unacceptable. Patients who display threatening or bullying behaviour towards any staff member will receive a Zero Tolerance letter. Continued misconduct may result in the patient being removed from the practice list.

We ask that all patients treat our staff with respect and understanding. Our team is committed to providing the best possible healthcare to the Stubbington community within the limited resources of the NHS.

We recognise that this issue concerns a small minority of our patients. The vast majority of our patients treat us with kindness and respect, and we sincerely thank you for your continued



# YOUR HEALTH AND WELFARE IS OUR PRIORITY

It has been brought to our attention that many of our patients were left anxious that they would not be able to get help last month, due a message saying “ that due to high demand our eConsult service was to be temporary suspended”.

This was not our intention and if, in the future, we may have to delay this service again please be reassured that it will only be a temporary measure for us to cope with demand. Please be aware our eConsult service is for routine queries and if your issue is urgent please call the practice between 8am-11am or 2pm-5pm to be added to the urgent care list.

In case of high demand occurring again, the eConsult service may be open for a smaller timeframe such as (8am-10am daily) whilst we cope with demand. This was suggested by our PPG as better alternative to suspending the service.

Should you need urgent help when our eConsult service is suspended please call the practice between 8am-11am or 2pm-5pm to be added to the urgent care list.

You may experience a delay but your call will be answered by trained professional staff that will be able to directed you to the appropriate help.

## SUMMER BANK HOLIDAY

**On Monday 26th August 2022 the practice will be closed.**

If you require any urgent medical assistance on these days please call 111 or visit [www.111.nhs.uk](http://www.111.nhs.uk)



## GOING GREEN!

To reduce on printing and to save paper the practice tries to send emails and text messages as much as possible.

FOR A GREENER 

To receive emails and text messages from the practice you can update your contact details at [Consent & Change of Personal Details - Stubbington Medical Practice](#) or by completing a form at reception.