

Patient Participation Group – 15 January 2025 Surgery Update

Pharmacy First

We are now directing patients with a specific list of conditions to the Pharmacy where they can be issued medication. More information is available online [here](#).

We have updated our website to reflect this change. We will, of course, see patients where the pharmacist recommends it.

Online booking

We sent proposed information that we are going to send out to patients. It has been tweaked slightly – see below. We are currently continuing to offer appointment booking online but will keep the situation under review. We hope that providing patients with where to access information will help with increasing demand.

Patient mask wearing recommendation

We received an email week beginning Monday 6 January from the Hampshire and Isle of Wight Integrated Care Board suggested we consider introducing mask wearing due to the high levels of flu and other respiratory diseases circulating. We are currently asking patients presenting for duty appointments with respiratory symptoms to wear a mask and they are available at both sites. Clinicians may also wear masks if they choose.

GP Trainee and medical student update

We currently have two third year medical students on placement at the practice – Lizzie and Georgie. They will spend some time at the practice, shadowing staff and spend time with community teams locally.

Charlotte Hobby, GP trainee is going on maternity leave at the beginning of February. We have welcomed back Juliet May from maternity leave. Khaled Almfrdi will be leaving us in February and Laura Dinsmore will be with us that month. Claire Wilkinson is also a GP trainee who is with us until around October this year.

Over Wallop shop closure

We deliver medication to Over Wallop shop for patients to collect. The shop is closed for refurbishment from Monday 27 – Thursday 30 January. We are trying to minimise the impact on patients by delivering early on the previous Friday.

Flu vaccination uptake

73% of all eligible registered patients have received the flu vaccination. This breaks down as 82% of over 65s, 71% of children aged 2 & 3 years old and 55% for at risk patients aged under 65.

We do not have information on infection rates and hospital admission.

GP appointments - information for patients

We are sending this information to all patients who have online access. Sometimes you will find there are no appointments available to book online – this does not mean we have no appointments. It means we want to ensure that the appointments we have are only booked by patients who need to see a GP. Please call the surgery or send an [eConsult](#) if you need to be seen.

We recognise that booking online is convenient for patients and efficient for the practice, but we are finding that:

- Patients are booking GP appointments when they could self-refer. Examples are vasectomy, audiology and physiotherapy. Patients can refer themselves to these NHS services without the need to see a GP;
- Patients book an appointment for two weeks' time for a condition which we would recommend was seen much sooner, for example shortness of breath or chest pain;
- Patients book with a GP when it would be better to see a different member of the team – for example our Physiotherapist for muscle and joint problems, our Clinical Pharmacist for cholesterol and blood pressure management, our Social Prescriber for ADHD referrals.

Many of our patients will be unaware of current information regarding self-referral or what different members of the team can offer which is why we are sending out this information. Before booking a GP appointment we recommend checking the 'Do I need to see a GP?' page on our website which can be accessed [here](#).

Dr Dougal and Dr Rosser have done a considerable amount of work to try and ensure we capture all the relevant and up to date information to help you to get the right care at the right time.

Our reception team have received training and can offer help and support. They are available from 8.30am-12.45pm and 1.45-6.00pm. Unless you are calling for an urgent on the day appointment it is best to call after 10.30am when the lines are quieter. If you would prefer to contact us online you can send an eConsult which can be accessed [here](#).

We are not trying to dissuade any patients from seeing a GP, but we must be honest about the fact that patient demand has increased hugely (driven by an increasingly aging population and heightened awareness of conditions and treatments in our digital age). Between January 2019 and January 2024, the number of patients registered increased by 0.4% but the number of appointments rose by 36%.

If you have an urgent medical problem, please call on a day when you are available to attend the surgery. It is gold standard care to offer face to face examination.

We are also trying to encourage continuity of care. If you need a follow up or review appointment, we prefer to book you with the GP you have seen before about the problem. If there are no appointments available with this GP, we will put you on a waiting list and contact you when an appointment is available.

Friends and Family Results

| | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 | Oct-24 | Nov-24 | Dec-24 | Total |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| Very good | 523 | 447 | 464 | 435 | 510 | 434 | 478 | 506 | 487 | 1110 | 521 | 446 | 6361 |
| Good | 69 | 60 | 69 | 68 | 53 | 56 | 73 | 46 | 65 | 119 | 85 | 47 | 810 |
| Neither | 14 | 10 | 12 | 10 | 14 | 6 | 14 | 11 | 11 | 14 | 7 | 9 | 132 |
| Poor | 6 | 9 | 6 | 4 | 11 | 2 | 2 | 6 | 1 | 9 | 4 | 4 | 64 |
| Very poor | 3 | 4 | 13 | 5 | 5 | 2 | 3 | 8 | 5 | 6 | 4 | 1 | 59 |
| Don't know | 4 | 3 | 4 | 3 | 4 | 5 | 3 | 5 | 3 | 5 | 4 | 4 | 47 |

| | Total |
|--------------|-------------|
| Very good | 6361 |
| Good | 810 |
| Neither | 132 |
| Poor | 64 |
| Very poor | 59 |
| Don't know | 47 |
| Total | 7473 |

