

Strawberry Hill Medical Centre

Patient Newsletter August 2023

Patient Survey

As part of the surgery commitment to involving and listening to patients Strawberry Hill Patient Group carried out an anonymous survey during October and November 2022.

Summary of Findings

- The sample was large enough to be valid with 95% confidence at 9% margin of error
- Twice as many female respondents as male
- 68% received the kind of consultation they wanted
- 79% “satisfied” with booking process at that time, although since the survey was done it has been necessary to change this.
- 80% satisfied with consultation they received
- 83% considered their needs met
- Lower than expected “home health” monitors (66% respondents)
- The NHS app is used by about 50% of the sample

In general, the satisfaction was above that reported nationally.

The full survey can be found on the PPG section of the Strawberry Hill website.

The survey has been shared with other practices.

Staff Update

Dr Waldock is building her patient list. She works Tuesday, Wednesday and Friday. *Dr Chacksfield* is starting on August 3rd and will work Monday, Tuesday, Thursday and Friday and take on *Dr Norman's* patients. This is an increase in doctor sessions and appointments.

An additional full time Physician Associate, giving a total of 3, increasing clinical appointments even further.

Fungai Jere is our new Mental Health Practitioner. She works 4 days a week with us and one day at Eastfield.

Olga Kobova is our second Clinical Pharmacist - Full Time.

Admin

Ongoing difficulties recruiting admin staff which is similar to other local surgeries and businesses. The pay rate is on par, but we are constrained by funding which hasn't increased by much.

Additional NHS direct funding is assigned to our Primary Care Network Additional Roles Reimbursement Scheme (PCN ARRS) which provides funding only for Physician Associates, Nurse Associates, Clinical Pharmacists, Care Coordinators, Mental Health Practitioner, Social Prescriber etc. All our care coordinators have left but we have managed to recruit two.

Care Navigators/Patient Care

Advisors

Previously known as Reception staff, the advisors no longer automatically book an appointment with the Doctor at the request of a patient.

These trained navigators will guide patients to the best health professional for a consultation. To do this they need to sensitively ask questions which is why patients are asked to give an indication of their issue.



All conversations are completely confidential and take place in a separate private room. Bookings are then made with the most appropriate person or service. This could be Pharmacy or one of our additional staff.

GP time needs to be kept available for complex issues, new diagnosis and referrals/investigations. This is becoming standard across the NHS GP services.

Pharmacy Issues

There have been complaints about the service offered by pharmacies. This is not something the surgery has control over.

Boots no longer order repeats for patients.

Lloyds Sainsburys has closed.



Day Lewis are struggling to recruit permanent dispensers. The wait time to collect prescriptions is still very long. Day Lewis have a new Pharmacist now so things should improve. Most complaints are currently around prescriptions, waiting times and lack of stock, lack of communication from pharmacies etc.

Our Practice Manager has escalated this concern. The initial response back is that surgeries need to encourage using the NHS app to order repeats. This puts our older and vulnerable patients at a disadvantage, but the change is out of our control. However, patients can name a proxy who can order repeats on a patient's behalf. Healthwatch will also support patients to raise concerns higher up the NHS chain.

Website

The website needs updating. We have been dissatisfied with our current site as it is rather difficult to navigate. The practice is reviewing our needs and looking at other practices websites. Of course, we then need quotes.

Watch this space!

Blood Tests

West Berkshire Community Hospital (WBCH) have an 8-week waiting list for routine bloods. This is an issue has been raised with BOB. Our Dr Irfan is also aware of this and the issues has been raised with BOB. There is work going on behind the scenes still - over 12 months now - to organise a Saturday blood collection from Strawberry Hill. This is now being raised by our PCN manager, Carolyn, as we want to offer this as a PCN Saturday service and are unable to do so without a collection. There are not the staff or spare

room to run our own blood test service at the surgery during usual open hours. WBCH has allocated funding and the need is to increase staffing and capacity back to previous levels. Blood tests are not in the core GP contract and it is Hospital Trusts that are commissioned for the service. Previously WBCH provided a phlebotomist to work from our surgery, but they no longer have available staff.

Covid Boosters and Autumn Winter Virus

The surgery ran two spring covid booster clinics and vaccinated our housebound and care home residents. This campaign has now stopped. We do not yet know the details of the autumn covid vaccinations. They are not combined with flu vax, so it's assumed patients will be offered both. Flu vax this autumn is not available for all over 50's anymore. It is for over 65's and vulnerable under 65's only. Non vulnerable under 65's can pay a pharmacist if they want one.

Self-Book

When patients are invited in for appointments (ie routine health checks) a self-book link shows all the available appointments which can be booked online. This link works for 24 hours. It's been used for spring boosters and baby immunisations as well as some long-term conditions appointments.

Home Medical Kit

| HOME MEDICAL KIT |
|------------------------|
| Blood Pressure Monitor |
| Oxygen Monitor |
| Heartrate Monitor |
| Thermometer |
| Hay Fever Medication |
| Paracetamol |
| Anti-Fungal Medication |

It is suggested that each home should have a medical kit. This can be useful, for example, if you should need medical help through 111 or when speaking to a medical professional about a concern on a phone.