

Strawberry Hill Medical Centre

Patient Newsletter and Practice Update

Staff Update

Dr Chacksfield joined us as a Partner in August. He has most of Dr Norman's previous patients plus a random selection of other patients to make up a full list. Dr Alice Waldock has been a GP at our surgery since May 2023 and has now become a Partner. She has most of the new patients to the practice plus a random selection from other GP's to make up her full list. We have two new Care Coordinators and two additional Physician Associates making four.

Flu and Covid Vaccines – flu injections have to be ordered 12 month ahead (ie the order was made in September just gone for September 2024). Last year not all the flu order was used as many patients went to the pharmacies. This meant we had to discard a lot of stock and lose the cost. This year the order placed matched the actual number SHMC gave last year but in the event we had more demand than vaccines. Patients now should be able to get their vaccines at a pharmacy locally. We are offering Covid vaccines to anyone booked in for a flu jab with us.

Telephones – the surgery is now answering 85% of telephone calls within 10 minutes. This has improved from 72.9%. Work is ongoing to improve this further. The phone messages have been changed to reduce the information ones to speed selection. These information messages are now run during the wait after the request for an appointment. The hold music has been changed following patient feedback. We still have shifts that are hard to fill so this is when the queues get longer. NHS are currently sending texts out to patients regarding **Flu, Covid** and Shingles vaccines asking them to contact the practice to book one. When these are sent directly from NHS, our phones lines are inundated with patients either trying to book, to tell us they have already had the vaccines or already have a booking. We didn't

have the capacity to answer all these within 10 mins or the future clinics set up to book them in. This caused the surgery to have a longer wait to get through. There is a new service where a patient can check an appointment via the

phone automatically.



Introducing Health Innovation Oxford & Thames Valley

Health Innovation Oxford & Thames Valley is the new name for the Oxford Academic Health Science Network (Oxford AHSN).

NHS England established AHSNs in 2013. They have just been commissioned for a further five years to 2028, and are now known as Health Innovation Networks (HINs).

This new name better reflects their role as 'the innovation arm of the NHS'. HINs are licensed by the NHS and the Office for Life Sciences.

What do HINs do?

HINs work locally, regionally, and nationally. They help to promote the adoption of evidence-based innovations that lead to better outcomes for people, the NHS and the economy. England is covered by 15 HINs.

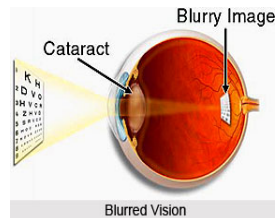
Health Innovation Oxford & Thames Valley brings together the NHS, universities and life science companies. It discovers, develops and deploys healthcare innovations in response to the needs of patients and populations.

Its region covers around three million people living in West Berkshire, Oxfordshire, Buckinghamshire, Milton Keynes, and parts of Surrey.

The Oxford HIN's clinical priorities include:

- Cardiovascular disease
- Mental health
- Respiratory disease
- Maternity and neonatal care.

Below are two short examples of recent work that has directly benefited West Berkshire residents.



Dora, have you heard of her?

DELETED

Cataract operations are the most common operation in the NHS, with 400,000 procedures taking place every year.

If you have had a cataract operation recently you may have 'met' Dora for your online follow-up. Dora automates clinical conversations being a replacement for a follow-up call from a doctor or nurse. Follow-up contact in this way provides a reliable, consistent check, can save both patients and clinicians time so that waiting times are reduced, and any difficulties 'Dora' finds can be dealt with quickly. Should a face-to-face consultation be necessary, Dora picks this up and passes to the relevant clinician quickly.

Currently Dora is being used in the cataract pathway across the region (Royal Berkshire Trust, Oxford University Hospitals, Buckinghamshire Healthcare Trust, Frimley Health Trust).

By digitally capturing conversations with patients, detailed data can be made available so that clinicians can review outcomes following surgery. Multiple calls can be scheduled to track patients' progress and intercept problems.

Health Innovation Oxford & Thames Valley has supported Ufonia by exploring Dora's use in clinical practice and considering barriers to its adoption. The organisation has also explored patients' experiences – engagement work that has involved patient voices from across West Berkshire

Training for care home staff to spot early signs of deterioration

More than 500 care home staff from across Berkshire, Oxfordshire, Buckinghamshire, and Milton Keynes have completed a RESTORE2



(Recognise Early Soft-signs, Take Observations, Respond, Escalate) training programme run by Health Innovation Oxford & Thames Valley.

RESTORE2 is a tool designed to help care home staff to spot early signs of deterioration. It supports care home staff when their intuition tells them a resident is not well, enabling them to spot early indicators of physical deterioration so patients get the extra care they need.

Find out more

These are just a few of the recent innovations in local health care supported by Health Innovation Oxford & Thames Valley.

To find out more and follow the journey of these innovations, visit www.healthinnovationoxford.org.