

The background is a light peach color with various medical icons scattered around. There are several blue and orange capsules, a blister pack with ten white pills, a yellow digital thermometer showing 36.7, a blue clipboard with a stethoscope, and several blue plus signs.

ACCESSING RIDGEWAY SURGERY

July 18th 2023



WHAT WILL WE COVER

Patient feedback

Our team

Accessing the surgery for an appointment

Requesting medication

Receiving care for a long-term condition

Non-NHS requests

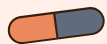
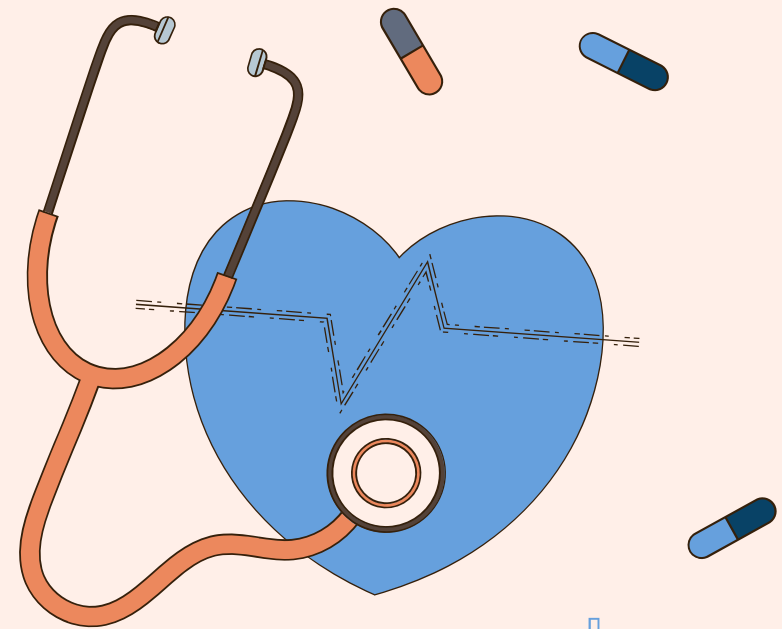
Questions and comments



WHAT DID YOU TELL US? PATIENT FEEDBACK 22/23 ABOUT MODEL PRIOR TO JUNE 2023



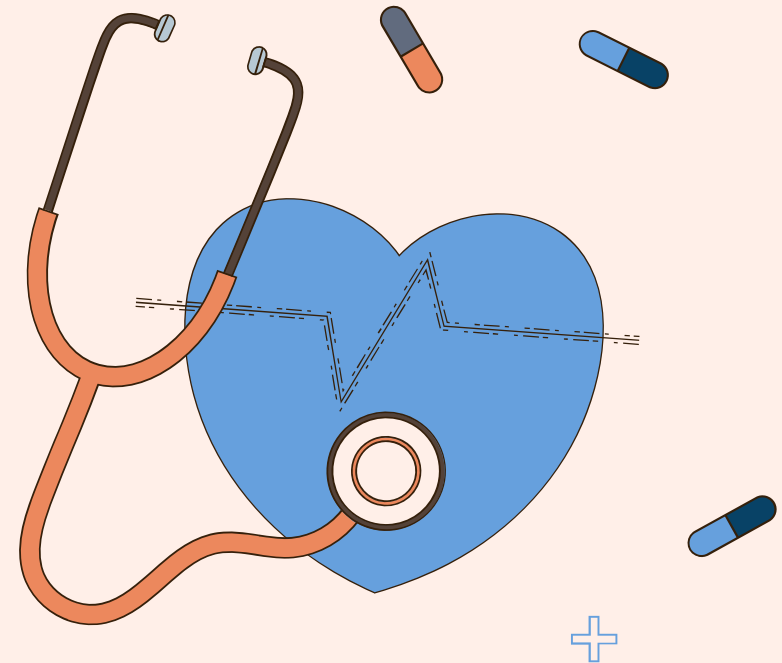
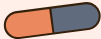

PATCHS not available most the time
Told by reception to call back at 8am
Everything is on the telephone first





WHAT HAVE WE DONE?

Increased number of PATCHS & PATCHS availability times
Instructed reception to log all routine enquiries to prevent patients needing to call back
Used a dedicated clinician to triage all PATCHS to ensure patients are booked with the right person at the right time in the right place, to help maximise our same day capacity

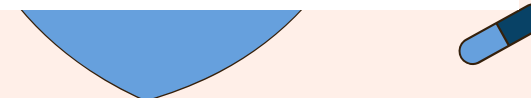




SOME DATA

		Face-to-Face	Telephone
		6,577	1,810
Select Count / Percent	Per Thousand Reg. Pat. ▾	432	119
Select Comparator	National Average ▾	325	119

		Same Day	1 Day	2 to 7 Days	8 to 14 Days	15 to 21 Days	22 to 28 Days	More than 28 Da..
		4,488	355	1,199	802	1,124	317	98
Select Count / Percent	Percent of Total ▾	54%	4%	14%	10%	13%	4%	1%
Select Comparator	National Average ▾	40%	8%	19%	14%	8%	5%	5%





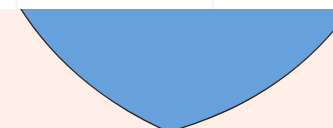
SOME DATA

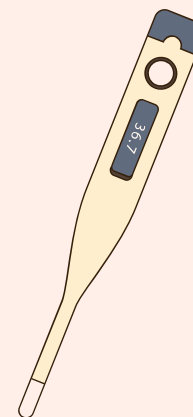
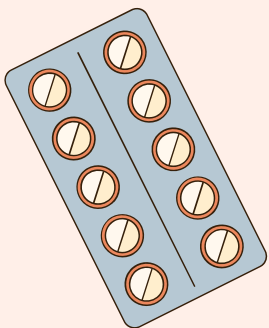
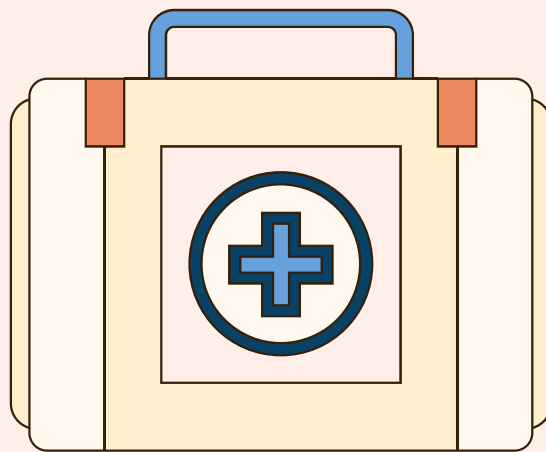


		Face-to-Face	Telephone
		6,577	1,810
Select Count / Percent	Per Thousand Reg. Pat. ▾	432	119
Select Comparator	Sub ICB Location Average ▾	267	121



		Same Day	1 Day	2 to 7 Days	8 to 14 Days	15 to 21 Days	22 to 28 Days	More than 28 Da..
		4,488	355	1,199	802	1,124	317	98
Select Count / Percent	Percent of Total ▾	54%	4%	14%	10%	13%	4%	1%
Select Comparator	Sub ICB Location Average ▾	41%	10%	23%	14%	7%	3%	2%





GETTING AN APPOINTMENT





OUR TEAM

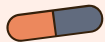


RECEPTION & ADMINISTRATIVE TEAMS

Resolving non-clinical
matters and guiding you
the right place

NURSES and HCAs

Providing a range of
services; wound care,
smears, injections, blood
tests & more

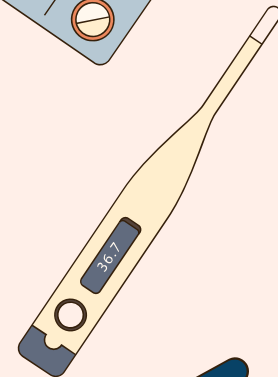
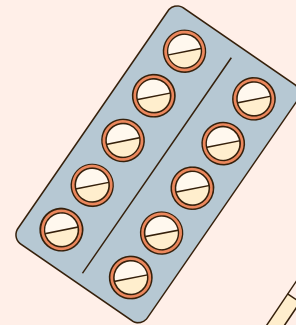


GPs

Providing clinical
leadership and expertise

ALLIED HEALTHCARE PROFESSIONALS

What do we mean by
this?



We are General Practice

Meet the medical experts here to help you

NHS
North West London

Doctors' surgeries are busier than ever. It is important to us to provide you the right care at the right time and make sure that our doctors see patients who need their advice.

To do this general practice is working as a team of medical experts and support staff, led and supervised by the GP. There are new members of staff and systems in place to support GPs to look after your needs.

To get you to the right person receptionists are trained to ask you for a bit of information about what is wrong so they so they know which medical expert you need to see. They want to help as many people as possible to get appointments from the right medical experts each day.. (Some GPs see up to 75 patients a day when they used to see an average of about 25.)

It might be that you will get an appointment with a trained expert more suited to your needs, such as a nurse, pharmacist or physiotherapist.

You may also see a new expert like a physician associate or a social prescriber.

Different practices have different types of staff. It is worth checking your practice website for information or asking practice staff.

www.nwlondonicb.nhs.uk/wearegeneralpractice



We are General Practice

GP practices now work together in local networks.

This lets them share expertise and provide more services for their patients. It means, you may sometimes be offered an appointment at a neighbouring practice, for example if that practice is providing the out-of-hours service.

Meet your GP practice team

Your general practice may have the following staff working in their team.

Receptionist

First point of contact. They are trained to direct you to the most appropriate service or professional to help you further.



GP or doctor

A doctor based in the community who can diagnose and treat most common medical conditions and refer patients to hospitals and other services for urgent or specialist treatment.

Nurses

There are different types of nurses working in your doctor's surgery. The practice nurse supports everyday health needs including dressings, wound care, minor injuries, vaccinations, and routine screening. Some are specialists, e.g. in diabetes and respiratory care.

The advanced nurse practitioner is a highly skilled specialist nurse, qualified to make independent decisions on assessment, diagnosis and treatment.

Nurse prescribers are responsible for the clinical assessment and diagnosis as well as the prescribing of medicine.

We are General Practice

Pharmacists

There are different types of pharmacists working in your doctor's surgery. Clinical pharmacists are experts in medicines. They can provide advice for patients on multiple and long-term medications to make sure medicines are working for them.

Prescribing pharmacists are trained to provide advice on a range of minor ailments and conditions, and some are able prescribe medicines.

Social prescriber

Connects people to a wide range of local community services to help people with their physical and mental health and wellbeing, and welfare.

Physiotherapist

Assess, diagnose, and provide advice on managing conditions which affect your bones and joints. Can refer to specialist services if necessary.

Physician associate

Clinically trained to diagnose and treat patients, order tests, make referrals and provide continuity of care for those with long term conditions.



We are General Practice

Mental health practitioner

Trained in mental health care, and able to signpost to specialist services if this needed.

Healthcare assistant

Healthcare assistants work alongside nurses and other practice staff and can be your first point of contact for a range of care such as wound dressing, health advice and checks.



You can also see

You can also use NHS 111 online to be accessed and directed to the care you need and can sometimes book appointments for you. If you cannot get online, dial 111 on your phone. In an emergency, you should always dial 999.

Your community pharmacist can advise on everyday complaints such as coughs, colds and skin rashes. Pharmacists are highly trained, expert clinicians who can usually be seen quickly. They will tell you if you need to see a GP or other professional.

For more information:


www.nwlondonicb.nhs.uk/wearegeneralpractice



01

ACCESSING US APPOINTMENTS





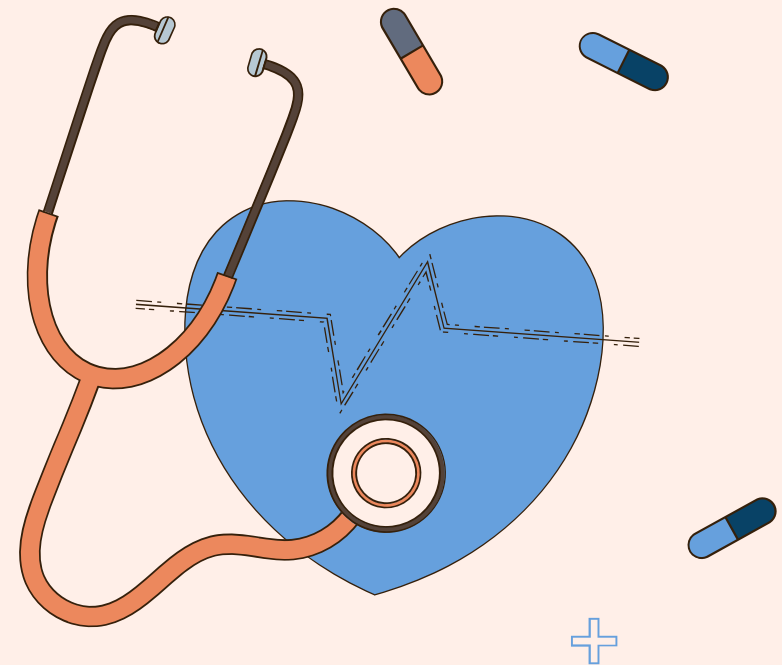

HOW TO ACCESS US IF YOU HAVE INTERNET ACCESS OR SOMEONE CAN ACCESS THE INTERNET ON YOUR BEHALF



Everyday PATCHS is available on our website from 7.45am.

We keep PATCHS open for submissions for as long as capacity allows. Often this can be until the afternoon but sometimes we reach our capacity earlier.

If you go onto PATCHS and it is closed and you have a routine matter (i.e. an existing ongoing problem), you can call up reception who will log your request and send it to a doctor.

If you are acutely unwell and PATCHS is closed, please call 111.





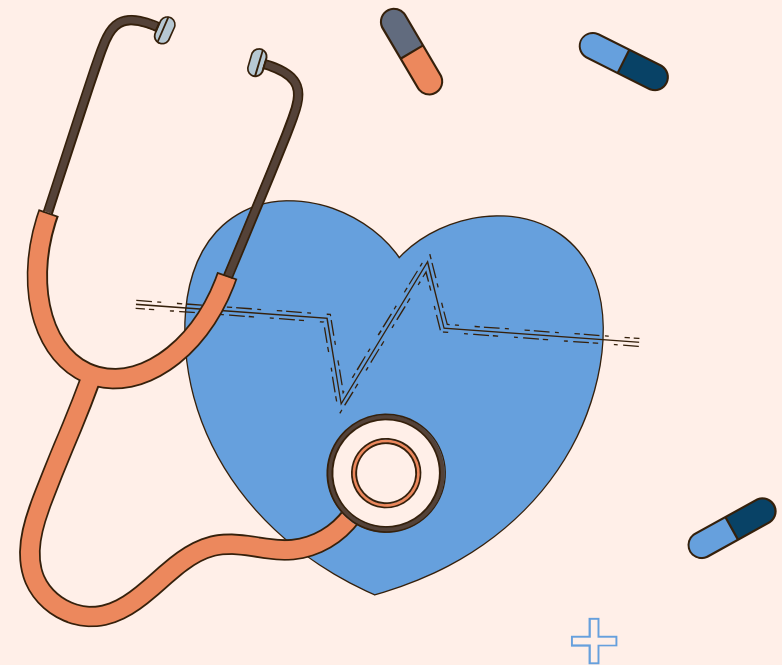
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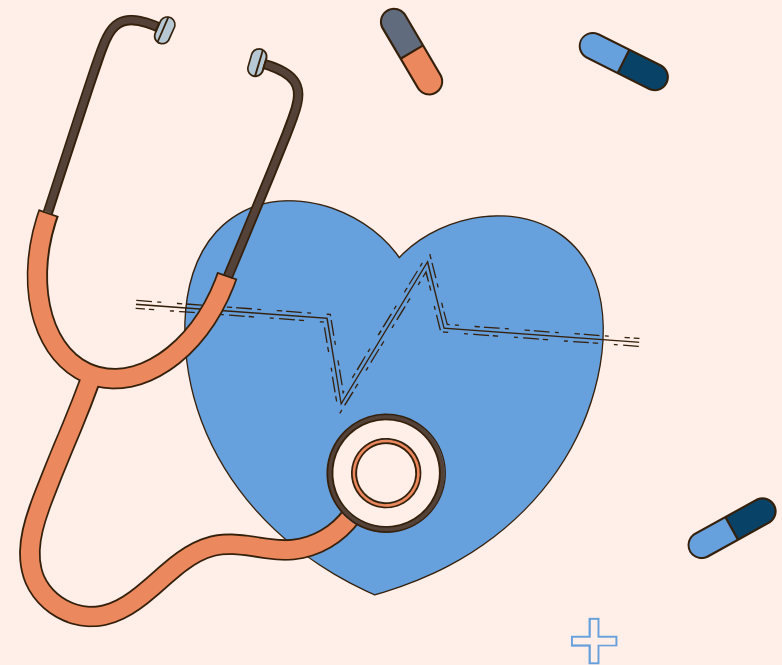
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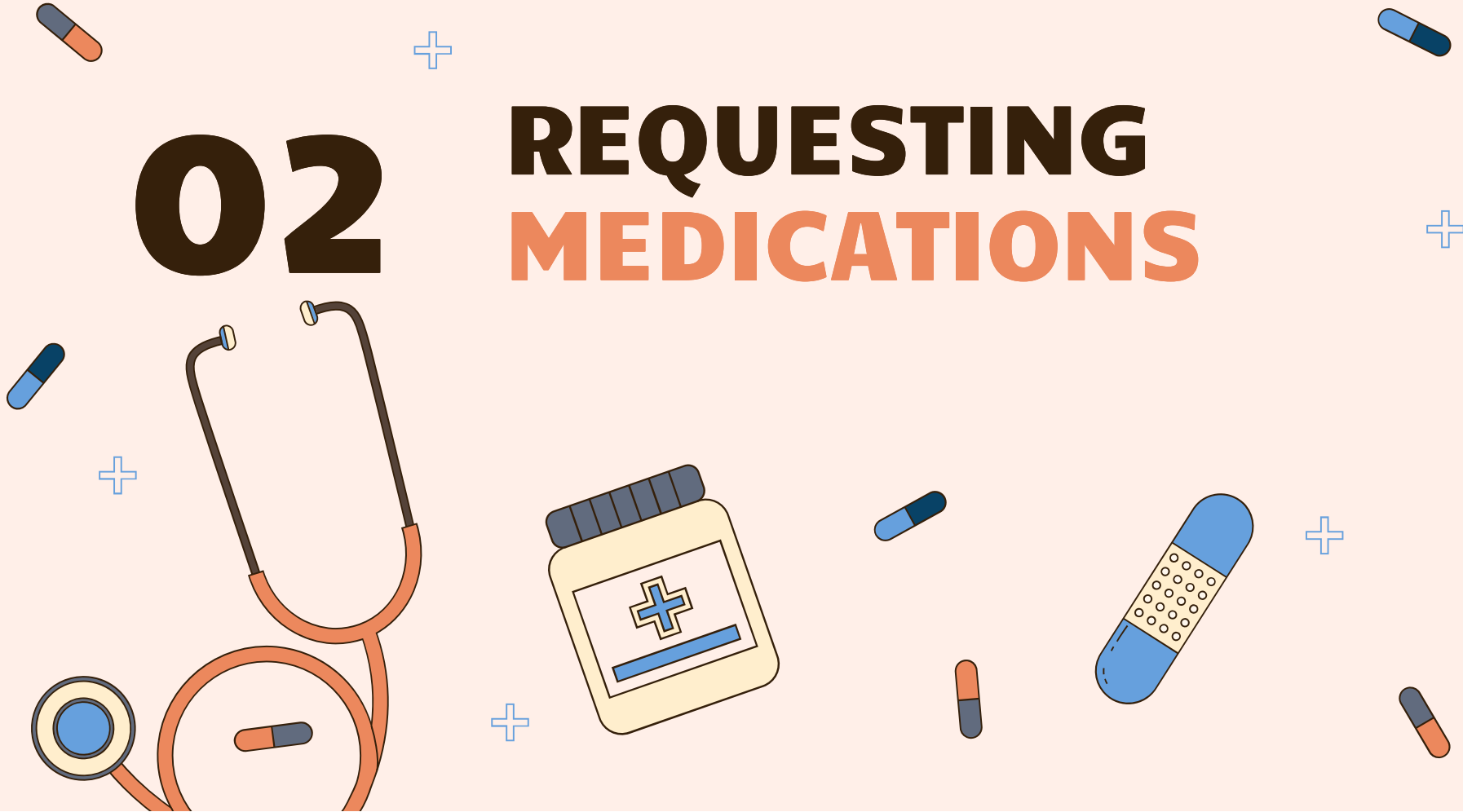
HOW TO ACCESS US IF YOU DO NOT HAVE INTERNET ACCESS AND NO ONE TO ACT ON YOUR BEHALF

Call us between 8am – 6.30pm
If you are acutely unwell, please advise us
as soon as possible. We appreciate this may
become apparent at any point in the day
If you have a routine matter, reception will
always log your matter with us
If you are acutely unwell we help you unless
we have reached capacity in which we will
ask you to contact 111



02

REQUESTING MEDICATIONS





TO REQUEST MEDICATION



USE PATIENT ACCESS

If you have internet access please use your Patient Access or equivalent NHS App



IN PERSON

You can request in-person at the practice using the right-hand side of your prescription




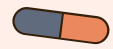
PHARMACY

Patients who cannot use the internet can request from their pharmacies directly – ask us if you encounter any issues



A PROXY

Nominate someone to request via Patient Access on your behalf – tell us who they are and we can enable this



WHY DON'T WE TAKE PRESCRIPTION REQUESTS OVER THE PHONE?

Our phones are manned by non-clinicians who while trained have no formal clinical knowledge.

Verbal requests also may be misheard or misunderstood.
Therefore to preserve patient safety, we need requests via the methods described





02 **MANAGING** **LONG-TERM CONDITIONS**

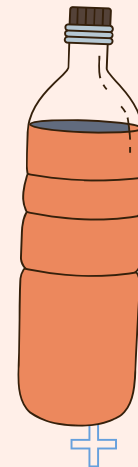
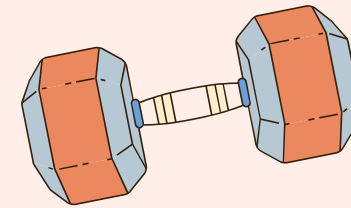


WHAT IS A LONG-TERM CONDITION



Long-term conditions are ongoing significant conditions where you need regular medical monitoring:

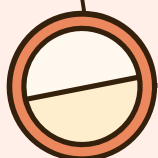
- These include asthma, diabetes, COPD, hypertension, heart disease, history of stroke, rheumatoid arthritis, certain mental health conditions
- The practice will monitor your condition through tests, examinations and your experience and support you to best manage and control your condition





LONG-TERM CONDITION **PROCESS**

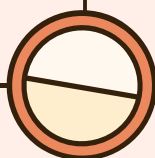
BIRTHDAY MONTH



RECALL

We will contact you normally during your birthday month to arrange the relevant appointment with us

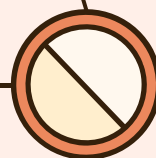
BOOK



BOOK

We will send you a booking link to your phone to book the appointment, or contact reception via phone if you have no mobile

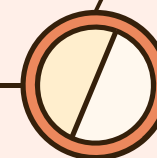
APPOINTMENT



ATTEND

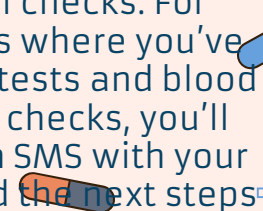
For diabetes, you'll attend for physical checks. For asthma we'll carry out a face-to-face appointment. For other conditions you may need a blood pressure check and blood test

FOLLOW-UP



FOLLOW-UP

For diabetes, you'll have a phone review after your physical checks. For conditions where you've had blood tests and blood pressure checks, you'll receive an SMS with your results and the next steps

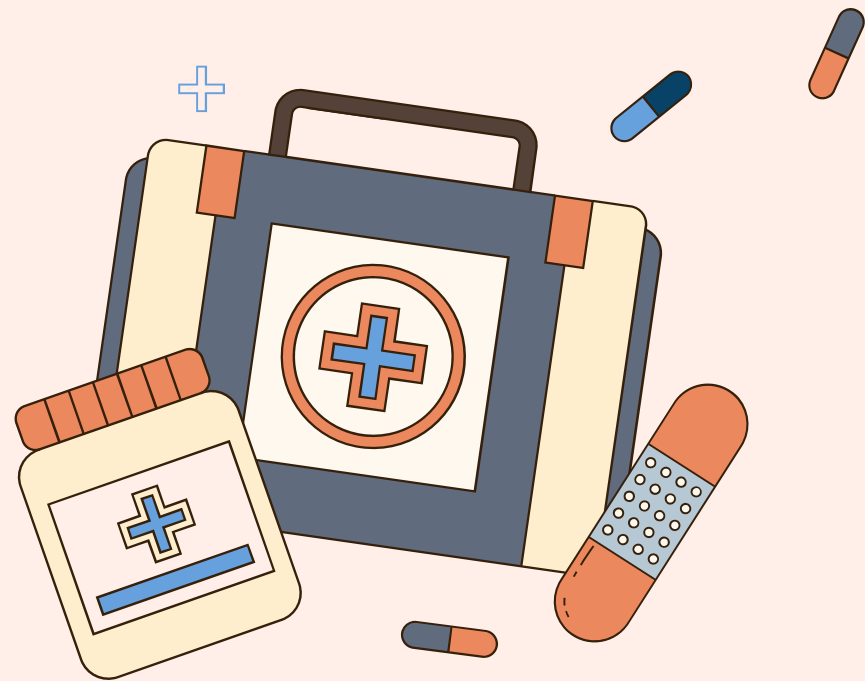




02 REQUESTING NON-NHS WORK

REQUESTING NON-NHS WORK

- Non-NHS work is requests that we charge for, for example insurance paperwork, letters for schools, workplaces etc.
- You can request as specified i.e. via PATCHS if you have internet and via phone if not. Please specify what is required
- Your request will be passed onto the department who deal with this
- They will advise you of the fee and if you need an appointment
- Once the fee is paid, our turnaround time is typically 10 days





What else have you told us?

- PATCHS timing out – we will raise this with PATCHS. Currently you have 30 minutes to complete a PATCHS once started
- Continuity of care – how does it work with our current model?
- What about patients who are frail / disabled
- Video consultations
- Call back times
- 7.45am rush
- Reception say everything is via PATCHS



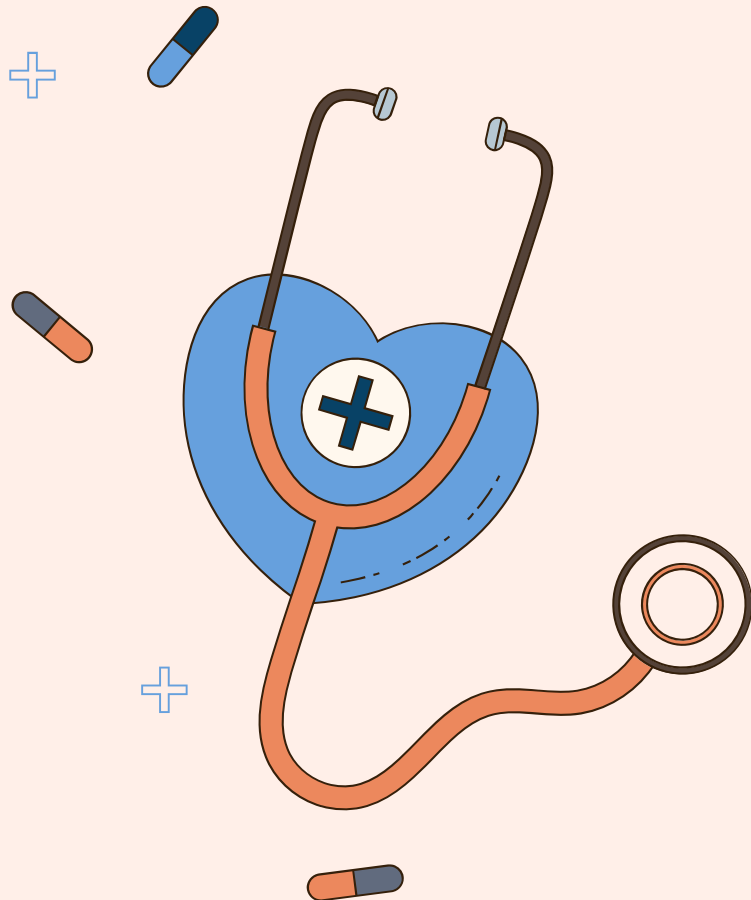


How can we improve - what is in the pipeline?



- PATCHS translation
- PATCHS requests via automated telephone
- Every patient who submits a PATCHS request gets asked for feedback
- Further improvements based on patient feedback received before, during and after this meeting





THANKS!

Do you have any questions?

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