

# Strawberry Hill Medical Centre

## Patient Newsletter May 2022

### Patient numbers

There are 21918 patients registered with the Practice with an age profile similar to national averages. Patients from the practice are mainly White British although we welcome a small percentage from other ethnic backgrounds.

There were 7,481 patients assessed through the triage system in October 2021, 8009 in November 2021, 6349 in December 2021, 7123 in January 2022, 6803 Feb 2022, 7582 March 2022.

### Overview of a GP Role

Each GP has 28 x 10 minute appointments a day - a mix of telephone, online consultations and f2f. In addition they will review all the letters, prescription requests and triage all the request for appointments that come in via the online forms (total around 50 a day per GP) that have been sent to them for review from the admin teams then do all the follow ups and referrals required. There is admin on top that has to be done by the GP that also can't be delegated.

### Face-to-Face Consultations



The current triage system, where patients complete a form will remain. This form can be filled in either online or through a receptionist. If it is medically urgent that you see a GP the same day, please do telephone and the receptionist will let your GP know it is urgent. This is the only time a form does not need to be completed. Your own GP will read this form and will use the

information you have provided to offer you the correct type of appointment. This could be f2f, telephone, email or text response, referral or prescription. You can make your preference known on the form. We will reintroduce online bookable appointments again for appointments that don't need triage - cervical smears, health checks etc.



### New Phone System

*Surgery Connect* was introduced in February 2022.

The system is being used by over 1200 practices nationally, and in our area Thatcham and SHMC will both be using this new system.

The system will provide us with useful information e.g. busy periods, so that receptionists can be organised when they are most needed.

Patients who are tenth in the queue can choose to save their place called back to save waiting. Going online will provide the latest information from the surgery.

### Overmedicalisation

Often in the media journalists and information providers, even media GPs, appear to cover their advice by saying "if in doubt" or "for more help with this..." speak to your GP, when would be more sensible to look online, as a GP would do for up-to-the-minute national advice. This has certainly been the case during the pandemic but is also an issue where another professional, rather than a GP, is the best port of call.

PULSE, the non-academic magazine for health professionals highlights how overmedicalisation is

adding to GP workload. Some problems are classed as medical by the media when they may be a social problem and are better dealt with by other professionals rather than a Doctor.

For example:

One could ask if obesity is a medical or a lifestyle problem? A medical intervention could mean a referral to fit a gastric band. Whereas a social intervention could be through a dietician to advise on diet/exercise groups and making a life-style change.

Difficult child behaviour could need a medical referral for assessment or could be a parenting difficulty where a parenting course could help.

Depression can be deep-seated requiring medication or the depression could be linked to a situation where there is a housing problem. Anti-depressants may not be the answer and the Social Prescriber can help with looking into the housing problem. 4000 patients had more than 10 consultations last year.

## Our Staff

- 10 partner GPs
- 15 Receptionists
- A new Practice Nurse - a total of 6 nurses
- Two new Healthcare Assistants. Training for delivering injections, health checks, dressings etc.
- An Extra Administrator joining the team of 13
- A Care Coordinator (PCN role)
- 2 Physician Associates (PCN role)
- A Social Prescriber (PCN role)
- A Clinical Pharmacist - to whom reviews on Prescriptions may be referred (PCN role)
- Practice Manager and Deputy Practice Manager
- A PCN manager coordinating all 3 Practices to share best practice across the PCN roles (Our PCN is called A34)

## Blood Pressure Monitors

These have been loaned to patients where there is a health concern but there is a problem in getting them returned. This causes unnecessary

admin work and makes them unavailable for others. If this is you, please remember ASAP

## Health Records

I am sure you will be pleased to know that in the not-to-distant future, patient records will be able to be viewed at hospital appointments if you give express permission. The doctor will access the AccuRx system (hospital access to patient records). A code will then be generated and sent to the patient's smart phone. The patient will then give permission and the records will be available for 40 mins.

## Friends and Family Test

There is a Friends and Family Test on our website, and it would help the Practice to have feedback on how patients feel about their Medical Centre services.

Please do leave your views. This is routinely looked at during Practice inspections.

## Online Booking Form

Some patients have found it difficult to use the online request to contact their GP. The Practice is frustrated by the complexity of the website too but we are prevented from changing it. However, your PPG is bringing up the problem at the Patient Panel meeting to see if other surgery patients are having similar problems. Please see the next page for instructions on how to access the form.

## How to contact your GP at Strawberry Hill Medical Centre using the website in just 2 clicks

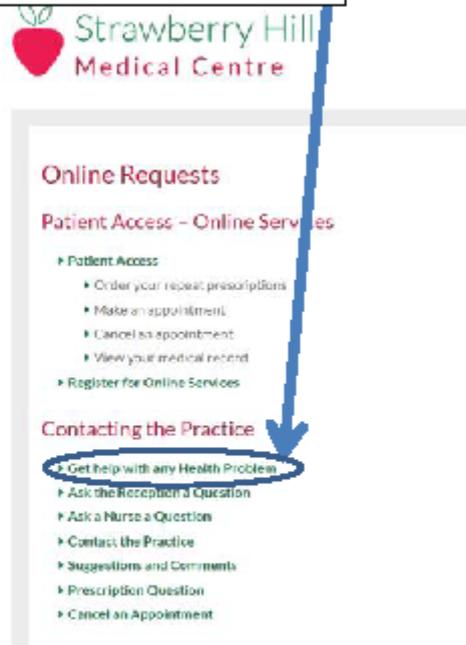
### Go to the Strawberry Hill Medical Centre website

1. Click here "Online requests"  
(in small letters, at the top)



### This is the next page you will see:

2. Click here "Get help with any Health Problem"



After this, you will see some boxes. You must fill them all in. If you cannot answer a question put "X" in the box. By giving as many details as you can, your GP will be able to decide what action is best for you. You will be contacted by the practice by text, email or telephone within 48 hours.