



# NEWSLETTER

January 2024

Happy New Year! Wishing you all a healthy and prosperous 2024

## Staff Changes

Most of you will be aware that Dr Bisson left us in March 2023 and Dr Chris Woolley took over the reigns as Senior Partner. It's been a busy year and we are delighted to say that the transition has been very successful, and the SMG Team is back to full capacity. We have had a few new additions to the team in the year, new roles to accommodate the growing list size and some new defined jobs to help shape the services we are delivering. Our full staff lists can be found on our website

[www.stanleymedicalgroup.co.uk](http://www.stanleymedicalgroup.co.uk)

## Seasonal Influenza

As of the end of Dec, the Practice has vaccinated almost 3800 patients who are eligible because of age or clinical need. We still have some in stock therefore if you receive an invite, please give us call and make your appointment! It's never too late, the sooner you get vaccinated, the sooner you will be protected against the main strains of flu predicted this winter.

## NHS Health Checks

The Practice is offering FREE NHS Health Checks to our patients who are between 40 – 74, who currently DO NOT suffer from any of the following: Diabetes, Heart Disease, High Blood Pressure, Hyperlipidaemia. This is to assess your risk of developing one of those things later in life. The check-up will include a Blood Pressure Check, Blood Test and some simple lifestyle questions relating to your current health. We are holding these sessions at various times throughout the day so if you fit the criteria you can expect to receive a text or call in the next few weeks.

## Shingles Vaccines

The shingles vaccine helps protect against shingles. It is recommended for people at higher risk from shingles, including all adults turning 65, those aged 70 to 79 and those aged 50 and over with a severely weakened immune system.

### What the shingles vaccine is for

Shingles is a common condition that causes a painful rash. It can sometimes lead to serious problems such as long-lasting pain, hearing loss or blindness.

You are more likely to get shingles, and it is more likely to cause serious problems, as you get older or if you have a severely weakened immune system.

The shingles vaccine helps:

- reduce your chances of getting shingles.
- reduce your chances of getting serious problems if you do get shingles.

**If you are eligible, we will be contacting you soon.**

## Online Booking of Appointments

As with lots of organisations, we are hoping to have more options to book appointments online. You may have already used this option for Flu Vaccs, Covid Vaccs and more recently our new GP / NP appointments after making an online consultation. This has always proved tricky, from a logistical point of view as it is essential that the appointment is booked with the most clinically appropriate person. Our clinical skill mix is wider than ever therefore it will never be a complete open book; however, we are hoping to have the option to have over 75% of appointments bookable online by the end of the year.

### *A snapshot of what happened in December*

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| <ul style="list-style-type: none"> <li>➤ <b>4817 Appointments</b></li> <li>• 1769 telephone</li> <li>• 2505 Face to Face</li> <li>• 531 - other</li> <li>• 217 Did not Attend.</li> <li>• 1443 Used our Self Check in screen</li> </ul> | <ul style="list-style-type: none"> <li>➤ <b>11064 telephone calls</b></li> <li>• 7382 – inbound</li> <li>• 3682 - outbound</li> <li>➤ <b>Our list size increased by thirty patients.</b></li> <li>➤ <b>We did 1758 Blood Tests</b></li> <li>➤ <b>10 New Babies were born</b> 😊</li> </ul> |
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### *New Digital Consultation Tool*

Some of you will be aware that from 18<sup>th</sup> July 2023 we have been using a new consultation tool, run by Accurx. This is something that our ICB and NHS England are encouraging all practices to look at, as part of the Modern General Practice Access model. Feedback so far has been great, and it has most definitely helped reduce some of the demand on our phone lines. We are currently pulling together some data to share, including patient feedback. We will share this with your Patient Reference Group representatives on 8<sup>th</sup> February 2024, and then share this on our website.

### *New Phone System*

We are having a new phone system installed mid-February. We hope this will alleviate some of the difficulties we were facing with dropped calls when demand was at its peak.



### **The NHS App enables you to:**

- Order repeat prescriptions
- View, set or change change the pharmacy you want to collect your prescriptions from (known as your nominated pharmacy)
- View your GP health record securely
- Sign up for updates about participating in health research

Make the NHS APP work for you !

The NHS App provides patients with a single place where they can view and manage their hospital referrals and appointments. More info can be found here:  
<https://digital.nhs.uk/services/nhs-app/nhs-app-features>

### **Receiving clinical information by Text**

Many of you have asked to receive clinical information, mainly test results, by SMS messaging, and we have recorded specific consent from you to do this. We are in the process of rolling this out to all patients who have a mobile phone number recorded. All you have to do is simply reply to the text and your clinical record will show this automatically.



We hope you find this information useful. If you would like to see anything else in this newsletter, then please drop us a line via the comments and suggestions section on our website [www.stanleymedicalgroup.co.uk](http://www.stanleymedicalgroup.co.uk).