

Spring Issue 2024



Coppull Medical Practice



Help us help you by keeping your mobile phone number up to date:

To be able to communicate with patients quickly and efficiently we offer an SMS text messaging service.

We contact patients by SMS text message for many reasons including: test results, annual review invitations, immunisation invitations, reminders if you are due a blood test, links to book an appointment and appointment changes/cancellations.

If you change your mobile phone number please let us know by emailing: lscicb-csr.acreswood-surgery@nhs.net
Alternatively you can complete an update details forms available in the surgery or contact reception.



Spring Covid Vaccine

We will soon be offering Spring Covid Vaccinations to patients in the following at risk groups:

- Aged 75 years or older
- Live in a care home for older adults
- Age 6 months old or over and have a weakened immune system

Clinics will be held at St John's Church Hall, Hewlett Street, Coppull.

If you are eligible, you will receive an invitation to book an appointment by SMS text message, telephone call or letter.

Housebound and care home patients will be contacted to arrange a home visit.

For more information visit:
<https://www.nhs.uk/conditions/covid-19/covid-19-vaccination/getting-a-covid-19-vaccine/>



Patient Participation Group

We are pleased to announce that our new Patient Participation group held its first meeting in December 2023.

We would like to thank the members for taking the time to join the meeting. Your contribution was very much appreciated. We look forward to meeting you again in April 2024.

If you would like to join our Patient Participation Group please email your details to lscicb-csr.acreswood-surgery@nhs.net Alternatively, you can speak to a receptionist or complete a form available in surgery.

Meeting minutes will be available on the practice website in the near future: www.coppullmedicalpractice.co.uk



Receive NHS health bulletins and practice information.

<https://www.facebook.com/people/Coppull-Medical-Practice/100063220720763/>



Fundraising Through Wellbeing

The practice is delivering a team wellbeing programme in 2024. The aim of the programme is to promote mental and physical wellbeing within our team, so they are able to provide the best service to our patients.

Every month we have fundraising activities built into our wellbeing programme. Our team will make a voluntary contribution during these events.

All funds raised this year will be donated to Cancer Research UK.

Look out for our charity days, you will see us wearing something cheerful to mark the occasion!



Modern General Practice Model

General practice is delivering more than a million appointments every day and half a million more every week than pre-pandemic. Primary care, like many parts of the NHS, is under tremendous pressure. (NHS England, 9th May 2023)

NHS England designed the Modern General Practice programme, to address the issues practices and their patients are facing. Coppull Medical Practice is committed to delivering the Modern General Practice Model, to improve the service we provide to our patients.

Total Triage And Your Primary Care Team

To address the increased demand within General Practice, NHS England have invested in developing new multidisciplinary roles, to ensure we can meet the needs of our patients. Having additional multidisciplinary roles working within General Practice, provides increased capacity and means that you can be assessed by a professional who specialises in certain aspects of health and social care.

Total Triage underpins the delivery of care by the multidisciplinary team. Total Triage ensures that you have access to the right person, providing the right care, at the right place, at the right time. A doctor will triage most requests for an urgent or routine GP appointment. The doctor will determine which member of the multi-disciplinary team has the skills to assess your case, the doctor will consider how quickly you need to be seen and whether a telephone or face-to-face appointment is most appropriate.

Your General Practice Multidisciplinary Team

First Contact Physiotherapist

Your First Contact Physiotherapist can assess and treat your musculoskeletal condition. They can advise on the most appropriate treatment. If you need a referral for imaging or to a specialist, they can make this referral (if appropriate).

Primary Care Pharmacy Team

Your Primary Care Pharmacy Team works closely with the GP. Providing expert advice on medications, supporting those taking new medications, reviewing your medication after a hospital admission and undertaking routine medication reviews.

Social Care Prescriber

Your social prescriber helps to reduce health inequalities by supporting you to unpick complex issues affecting your wellbeing. They can help you access services to improve your overall wellbeing.

General Practitioner (GP)

Your GP can treat all common medical conditions and refer you to services for specialist treatment.

Care Navigator

Your Care Navigator works with the GP to ensure you are directed to the most appropriate professional to manage your care.

Care Co-Ordinator

Your Care Co-Ordinator is a non-medical member of the team. Their role is to support you if you have complex needs and would benefit from assistance navigating health and social care services.

Advanced Nurse Practitioner (ANP)

Your Advanced Nurse Practitioner can assess and prescribe for many different health conditions and minor illnesses. They can order tests and make a referral to a specialist.

Associate Psychological Practitioner (APP)

Your Associate Psychological Practitioner offers structured brief intervention for low level mental health difficulties.

Mental Health Practitioner

Your Mental Health Practitioner can provide advice, guidance and intervention for those who do not fulfil the criteria for specialist mental health services.

Primary Care Paramedic

Your Primary Care Paramedic can assess your condition if you are housebound and are feeling poorly. They work closely with the GP to determine the best treatment for you, to help you to recover at home.

Healthcare Assistant (HCA)

Your Healthcare Assistant can undertake a health check to identify ways you can improve your health and reduce the chances of developing a long-term condition. You may see the Healthcare Assistant if you need an ECG or a blood pressure check.

Care Home Team

Your Care Home team works alongside Springfield Care Home, The Beeches Care Home and Aarondale Care Home, to ensure residents health needs are met. They work closely with the Care Home staff and the GP.

Practice Nurse

Your Practice Nurse can support and advise you with management of a long-term condition. They also offer services to keep you well such as vaccinations and cervical smears.

Interesting Statistics

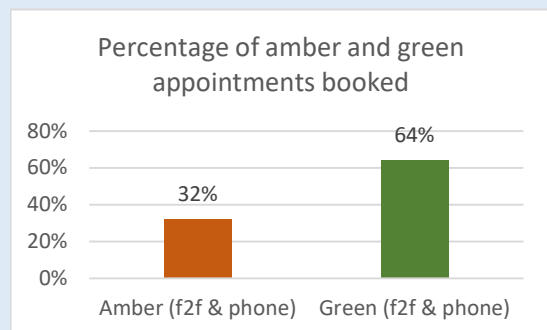
Total Triage – The story so far...

We started Total Triage on 6th February 2024.

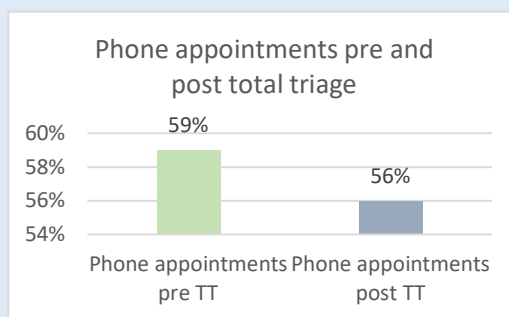
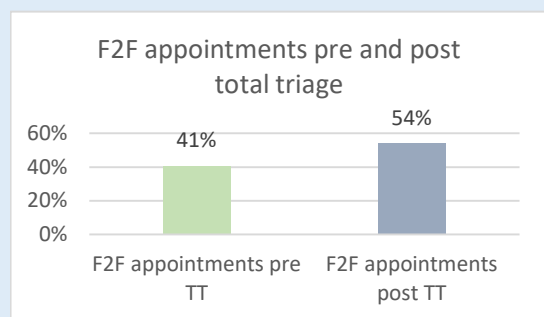
All cases requiring an appointment with a GP are triaged by the doctor and the priority for an appointment is assessed based on clinical need.

- Red - to be assessed the same day
- Amber - to be assessed within 5 working days
- Green - Suitable for a routine appointment

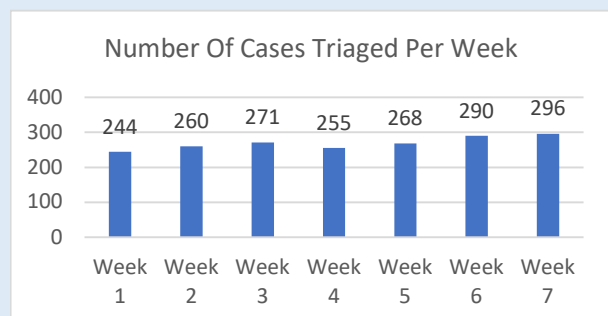
This system ensures patients that clinically need to be seen sooner (Amber), have access to a priority appointment.



When the doctor triages a case, the doctor will assess whether the patients preference for a phone or face-to-face appointment is appropriate for their condition. This assessment by the doctor has increased the number of patients receiving a face-to-face appointment.

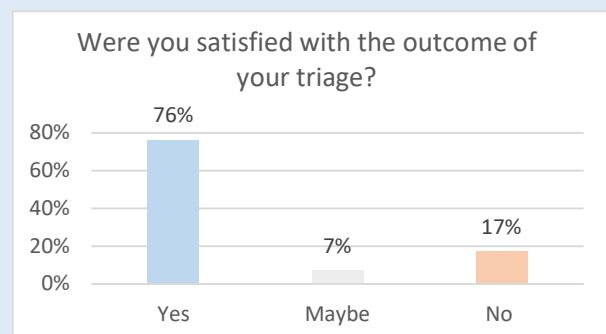
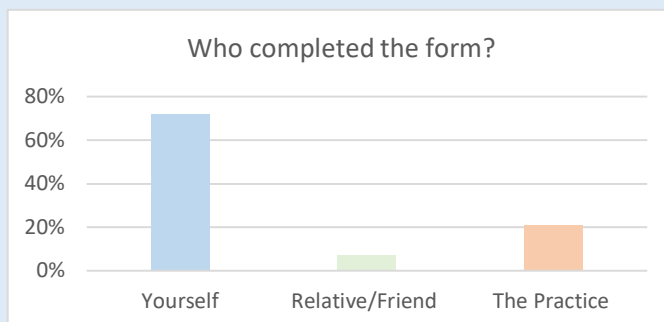
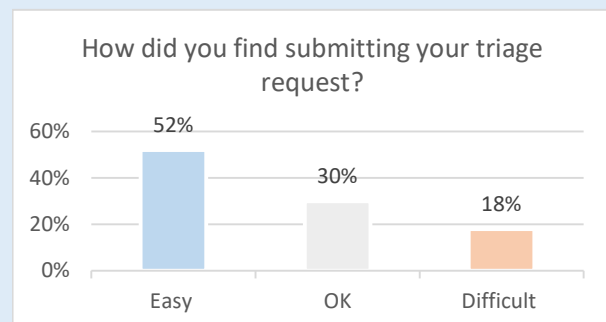


The graph below shows the number of cases the doctors have triaged since 6th February 2024.

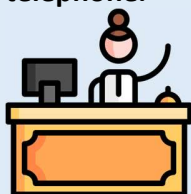


Interesting Statistics...continued

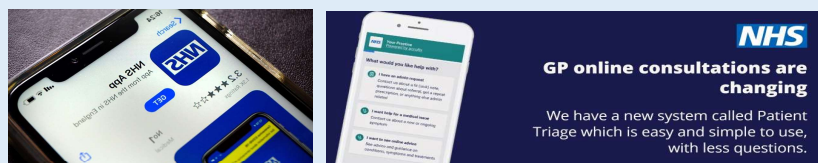
We have surveyed patients who have used the Total Triage system. The feedback is mostly very positive and certainly a significant number of patients feel the system has improved their experience. We have also listened to negative feedback to allow us to develop this service further.



We would like to reassure patients who have found it difficult to use the new system, that you can still contact the practice, as you did previously. The receptionist can submit the triage on your behalf either in person or by telephone.



We also offer support for those who would like assistance in learning how to use this new system and/or the NHS app. Our Assistant Practice Manager, Timothy Wilson has supported a number of patients in all age groups to sign up to the NHS app and use the triage form. If you would like support to learn how to use this new system or the NHS app, please contact the practice to arrange a meeting with Tim.



For more information on the NHS app visit: <https://www.nhs.uk/nhs-app/>

For more information on the Total Triage System visit:

coppullmedicalpractice.co.uk/page1.aspx?p=2&t=4

Interesting Statistics...continued

What else are we doing for our patients?

In the last 4 weeks we have....

- Issued 3354 repeat prescriptions.
- 367 medication reviews have been completed.
- 1805 patients have been seen face-to-face by a member of our multidisciplinary team in surgery.
- 827 patients have had a telephone consultation with a member of our multidisciplinary team.
- 65 patients have been visited at home by a member of our multidisciplinary team.
- 567 patients have attended for blood tests. This means we have processed around 3400 blood test results.
- We have sent 3800 SMS text messages to patients.
- 49% of patients who were texted a link to book an appointment, have booked their appointment through this service.
- We have processed over 200 referrals to a specialist or other service.
- Our practice team received 5809 telephone calls during this period.
- Our doctors and practice nurses have dealt with 1683 'unplanned clinical activity' cases. This is where they deal with an unplanned patient initiated query the same day, without an appointment being allocated.

Thank you for taking the time to read our newsletter.

If you would like to suggest any topics to include in future newsletters please email us at:

lscicb-csr.acreswood-surgery@nhs.net

