

The Reddish Family Practice Patient Newsletter-Feb 2024

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Dear patients,

Welcome to our Patient Newsletter. There has been a lot of change at the practice over the past year as well as within the health service and we would like to thank all our patients for your continued support.

You can also find updates on **The Reddish Family Practices** Facebook page, and on our website.

Please find below an update of some of the exciting things going on and services we will be providing at the practice and within the local community.

You can also leave your feedback with us through the Friends and Family Test, We look forward to hearing from you!

patches Online Appointment Requests – 1 year on

It has been 1 year this month since the practice launched the online triage system **Patches**. The dramatic change was due to increasing demand for appointments, long phone queues and patients not being able to get through on the phones; and when patients did to be told to “call back at 8am” the next day. Now each day a dedicated regular GP responds to your requests for appointments and we have found overall this to be very efficient for staff and patients. The extra clinical input means that the GP is able to make sure you are seen by the right person at a suitable time, according to clinical need.

It has been a big change for patients and for staff, so we thank you for your patience while we have put this in place. We are still learning to adapt as demand changes throughout the year, and we appreciate that the system is easier for some to use than others. All in all, we have seen a big improvement across most areas. Here are some headline results since Feb 2023:

- **9915 patients and/or carers have registered with patches** – from ages 0 – 90 plus.
- **Average call waiting times have reduced by 44% to 4min16s in January 2024**, down from 9min37s in January 2023
- In January 2024, we received 6039 phone calls, and a further 3612 requests through patches; **providing 9651 patient contacts altogether**. This has massively reduced the number of calls coming into the practice freeing up the phonelines for those who need them.
- **99% of GP appointments are now appropriately used**. Because the doctor has more information before the appointment is booked, this means they can direct the patient to the right clinician and that GP appointments are available for those who really need them.
- Overall patients have rated **patches** 4.2/5 stars from patient feedback surveys



We hope that you have noticed the difference in contacting us.

We will also soon be adding a translation function for patients who do not have English as a first language, to make it easier to communicate with the practice. If you would like to help trial this please ask to speak to Rob McDermott, Operations Manager via the practice email address above.

Need some help getting online? If you would like more help with logging in online or using the NHS App please come along to one of our Patient Digital Drop in mornings, or ask to speak to a member of staff who will be able to support you in accessing the services you need. Thank you



Patient PPG members helping patients to use Patches and the NHS App in December.

Come along to our next Digital Drop in Morning

Tuesday 26th March
10am-12pm
South Site, Sandy Lane, SK5 7QU.

Your Patient Participation Group needs you!

The Reddish Family Patient Participation group meets once a quarter to update on services and support patient access and services. PPG members are also invited to join in wider PCN discussions to represent your surgery across the Tame Valley area. In December our PPG members also supported a **digital access morning** to help patients access services online. If you would like to join the group please contact us by email and we will be in touch with details of the next meeting.

Pharmacy First

On 31st January pharmacies launched a new scheme which allows them to provide treatment for the following 7 minor illnesses:

Sinusitis, Sore throat (including tonsillitis), Acute otitis media, Infected insect bites, Impetigo, Shingles and uncomplicated UTI.

You can be referred through the practice or just walk in where pharmacies provide this service.

Tame Valley Primary Care Network (PCN)

The Reddish Family Practice is part of the Tame Valley Primary Care Network (PCN) which is a group of local practices working together to provide local services to patients. We have recently welcomed some new faces to the practice team, to support our care offer for patients:

Ed Finn - Health and Wellbeing coach – if you need to renew a fit note or for advice in getting back to work.

Billie Regan - Social Prescriber – Billie can support with benefits, housing issues, local support and social events.

Diane Axford – Cancer Care Coordinator. Diane supports those with a cancer diagnosis to provide a wellbeing review, and support in accessing the services you need.

First Contact Practitioners (FCP) – We are really pleased to have our physios Leah and Julian with us 3 days a week. You do not need to see a GP first in order to book in with the FCP. They will carry out an initial assessment and refer patients for any further treatment and can refer or scans if required. Please ask reception for an appointment.

Cathy Davis - Mental Health Practitioner – Cathy is available on Tuesday and Thursday afternoons to support those with ongoing mental health issues – Please ask your GP for a referral to this service.

Cheryl Wilson – Frailty Coach. Cheryl is available to support those with frailty issues.

Victoria Lattaway – Supporting patients with dementia

Jean Smith – Pain Management and addiction support.

Please speak with a member of the team if you would like support



MMR Catchup campaign and Flu vaccinations

Measles is on the rise again and can have serious consequences for patients. This spring we are inviting patients who have not had 2 doses of the MMR to book an appointment to provide immunity against this highly infectious disease.

Flu vaccinations are still available to eligible patients until the end of March 2024. Please ask at your appointment or book in to a clinic.

Practice Team news:

We are continuing to build a great staff team dedicated to supporting patients and improving access to care.

Our GPs Dr Tollitt and Dr Rizvi have begun the **minor surgery** provision again at the practice. If you would like to be considered for minor surgery, or for joint injections please request an assessment consultation to be included on the booking list.

In October we welcomed Advanced Clinical Practitioner Paul Hadnum to the team. Paul works much like a GP and is with us Tuesday to Thursday each week.

Practice staff team:

GP Partners: Dr Saksena Joye, Dr Roberts, Dr Marechal, Dr Pattison

Salaried GPs: Dr Watt, Dr Fitton, Dr Purlackee, Dr Tollitt, Dr Rizvi

Advanced Clinical Practitioner : Paul Hadnum

Lead Nurse - Sahdia Khan

Senior HCA – Claire **HCA's–** Dawn, Michelle

Phlebotomist – Kaylea

Clinical Lead Pharmacist – Caroline Austin

Practice Nurse – Joanne Charnock

Trainee Nurse Associate - Sophie

Practice Manager – Jenny Webster

Assistant Practice Manager – Danielle Norton

Secretaries/ Admin: Sheila, Gillian, Michelle, Lorraine, Sally B, Jack

Reception / Admin: Jacqui, Joanne, Angela, Nina, Kaylea, Carol, Toni, Julia, Sharon, Lorraine, Lesley, Elle

Operations/ Complaints Manager – Robert McDermott

Reception Supervisor – Tracey Latham

Prescriptions Clerk – Nicola



Pride in practice

The practice has been working with the LGBT Foundation and signed up to the Pride in Practice scheme. We are looking to improve access to healthcare for LGBTQi patients and other marginalized groups by improving staff training, raising awareness and reviewing our policies and ways of working. If you have any suggestions about how we can improve access to healthcare please contact us, we look forward to hearing from you.

Practice Opening Hours*:

Mondays: 8am - 1pm 2pm-6.30pm

Tuesdays: 8am – 8pm (North late night)

Wednesdays 8am - 6.30pm

Thursday 8am - 6.30pm

Friday 8am - 6.30pm hours

*Please note our South site shuts at 6pm Mon- Fri.

Extended access,

Saturday 2nd March 9-5pm –North site Pre-booked appts only

9-1pm Smear Q&A and drop in clinic for patients due a cervical smear.

Sat 20th April 9am – 5pm North site Pre-booked appts only:

Upcoming staff training / practice closures

Wednesday 28th Feb Closed from 1pm – Staff training

Tuesday 12th March Closed from 1pm – Staff training

Friday 29th March - Good Friday Bank holiday – practice closed

Monday 1st April – Easter Monday Bank Holiday – practice closed

Please allow at least 72 hours before bank holidays for prescription requests to be processed.



Many thanks for all your support over the past year, we look forward to working with you for better health in 2024