

Bedminster Family Practice

Newsletter — February 2024



Staffing Update



Since I wrote to you last, we have welcomed some new members to our team.

During December and January, we were very short staffed across all teams but, in particular the navigation team. I am pleased to let you know that we have recruited Ann and Catherine to our

Care Navigation Team and they are currently undergoing training.

Rebecca, our pharmacy technician, has returned from maternity leave and we have recruited a Physician Associate, Chloe.

Physician Associates are medically trained, generalist healthcare professionals, who work alongside doctors and provide medical care as an integral part of the multidisciplinary team. We look forward to working with Chloe as we embed this new role within the practice.

I am also pleased to let you know that Katie has joined our team as a Mental Health Nurse and works two days per week. She can see people with new or ongoing mental health issues, advise them on self-care, signpost, and refer to other services, as well as review and discuss medication options.

Finally, we welcomed Jess in November as our new Operations Manager.

Retirement

Sue, our Assistant Manager, is also due to retire in April and I am sure you will all join me in wishing her all the very best. Sue has worked for the NHS for 34 years and for Bedminster Family Practice for 21 years. I am sure many of you will remember Sue from her time at Dean Lane. We would like to express our thanks to Sue for all her hard work and commitment – she will be greatly missed.



Staff Training and Development

Each Monday between 12:30pm and 1:30pm we close the phones for staff training and development. The practice remains open for appointments during this time and Klinik is still available. A member of the team will answer calls during this hour for emergencies only.

Klinik Update

In October 2023 we introduced 'Klinik', our online platform for requesting an appointment. The purpose of Klinik is to free up the phone lines for those patients that are genuinely unable to complete an online request. Completing an online request enables your queries to be triaged, and the most appropriate appointment offered, rather than appointments being given out over the phone on a first come first served basis. During January 2024 we dealt with 3530 Klinik requests and 90% of the requests were completed by patients online. You might notice that the tiles have been updated, this is to ensure that your form goes to the correct team for triaging.

When submitting a form a 'New Problem' is a problem that you have not spoken to a clinician about before, regardless of how long you have had the symptoms, whereas an 'Ongoing Problem' is a problem that you have seen a clinician about already. I would also remind you that in order for your Klinik request to be dealt with appropriately, you submit one problem per form.

Please note that when a Klinik form is submitted we will attempt to contact you twice. On the third contact your form will be closed and you will be expected to submit a new request. You will receive a notification message each time we try to contact you.

New Phone System

As part of our improved access plan, we launched our new phone system on 5th February 2024. This allows us to monitor incoming calls more closely, and help patients to access the right service more efficiently. It also means that patients are held in a cloud-based queue so the issue of being disconnected, that we encountered with the previous system, has been resolved. We also have a call-back function to save you waiting – this function holds your position in the queue for you and then we call you back.

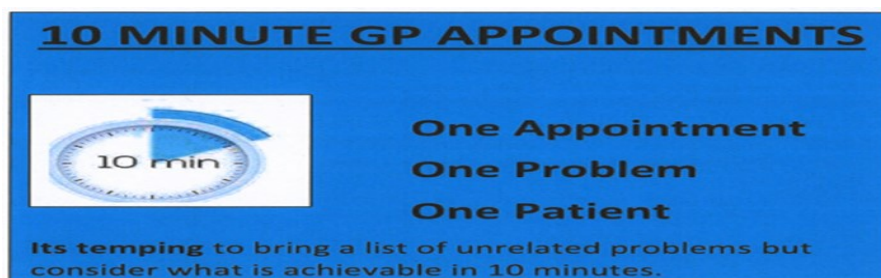
Since we launched the new system, our navigators have answered 2,027 calls and the average queue duration is 5 minutes 56 seconds. Please bear in mind that patients who call the practice cannot book an appointment, as all requests are handled through Klinik. If you are not able to complete a Klinik form we can do this with you (selecting option 1 from the menu); this means that in order to get the correct information for triaging, we need to ask you questions regarding your health condition, and you may have to queue for longer as it takes time to complete the form.

New Website

We launched our new website in December 2023 and have received positive feedback from patients regarding ease of use. You can access our new website at :

<https://bedminsterfamilypractice.nhs.uk/>

Reminder—10 Minute GP Appointment



10 MINUTE GP APPOINTMENTS

**One Appointment
One Problem
One Patient**

Its tempting to bring a list of unrelated problems but consider what is achievable in 10 minutes.

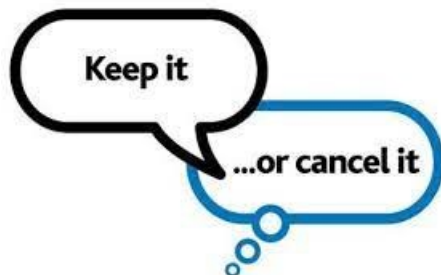
New NHS App

The NHS App gives you a simple and secure way to access a range of NHS services. You can download the NHS App on your smartphone or tablet via the [NHS App – Apps on Google Play](#) or [NHS App on the App Store \(apple.com\)](#). You can also access the same services in a web browser by logging in through the NHS website [Access your NHS account - NHS \(www.nhs.uk\)](#)



You must be aged 13 or over to use the NHS App. With full access you can:

- Order repeat prescriptions and nominate a pharmacy where you would like to collect them
- View your GP health record to see information like your allergies and medicines (if your GP has given you access to your detailed medical record, you can also see information like test results)
- View upcoming hospital referrals and appointments as well as view waiting lists
- Book and manage COVID-19 vaccinations
- Register your organ donation decision
- Choose how the NHS uses your data
- View your NHS number [What is an NHS number? - NHS \(www.nhs.uk\)](#)
- Use NHS 111 online to answer questions and get instant advice or medical help near you



DNAs

In January 2024 we lost **361 appointments** across our team to patients who did not attend, including **124 GP appointments**. Please remember to cancel if your appointment is no longer needed so that we can offer it to someone else.

Patient Feedback

We are always pleased to get your feedback, both positive and the not so positive, so that we can learn and improve. There are various ways to give feedback including:

- Google
- Patient feedback form via Reception
- Link on website:

<https://bedminsterfamilypractice.nhs.uk/>



Measles

There is a national campaign to offer unvaccinated 1-25 year olds the MMR vaccine, which protects against Measles, Mumps and Rubella. We will be contacting parents of children who have not had their vaccine. NHS England will also be texting parents of children from 6 years and adults up to 25 years of age who have not had their MMR vaccine to book with their GP Practice to have the vaccine.



If you know that you, or your child, have not had the MMR vaccine and would like to arrange this please complete a Klinik request or call the surgery.

Cold Weather Payments



If you were born before 26th September 1956, you may be eligible for a winter fuel payment. If you're eligible, you should get the payment automatically, but if you don't, you can find out more by searching "winter fuel payment" on the gov.uk website.

Young Carers

If you're under 25 and giving support with daily life to a friend or family member, you may be a young carer. There is support available to you. Please visit [Support for young carers | Carers UK](#) for further information.

Waiting Well and Beyond

There are a range of digital health apps you can go to, which will help you keep healthy, and also support you in managing your condition if you are waiting for treatment which include:

- NHS Quit Smoking
- NHS Food Scanner
- Smiling Mind
- My FitnessPal: Calorie Counter
- Sidekick Health
- NHS App
- NHS Drink Free Days
- NHS Active 10 Walking Tracker
- Mental Health Support (Wysa)
- Manage My Pain
- Sleepful

Please visit;

<https://bnssg.orchhealth.com/en-GB/waiting-well-and-beyond>



thank you
FOR YOUR SUPPORT