

PATIENT NEWSLETTER



Acklam
Medical Centre



Lewis Bell-Jones | Practice Manager

Hi, my name is Lewis, and I am the new Practice Manager here at Acklam Medical Centre.

I have recently joined the team in March and have come from a Secondary Care Background, specifically in Facilities Management.

I am really pleased to be able to support and contribute to my local community working at Acklam Medical Centre and very much look forward to the future.

If you would like to contact me, you can do so via email on nencicb-tv.acklammedicalcentre@nhs.net

I look forward to seeing you all around the Practice!

Angela Walsh | Patient Participation Group Lead

Hi, my name is Angela, and I am the new Patient Participation Group Lead for Acklam Medical Centre.

My background as a Nurse will hopefully help me to grow in this role and assist the local community and GP practice. Also, I will be here to discuss any issues, events or news from Clinical Staff and Practice Management Teams to the patients.

I also have health issues which allow me to have insight into lots of different areas of health care, and I feel I will be a voice for the patients and a representative to liaise with Practice Management Teams

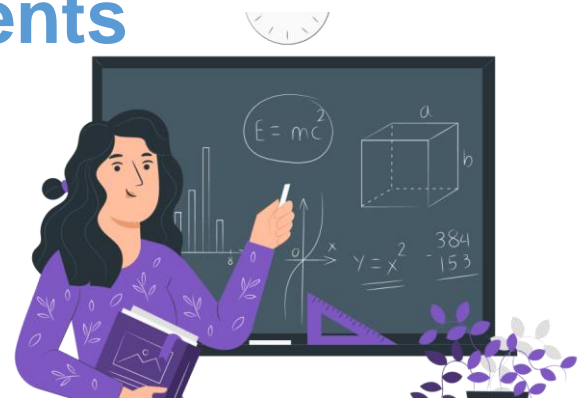
Keep an eye out for upcoming events too, such as a craft club and coffee mornings!

If you would like to contact me, please ask the reception team or email nencicb-tv.acklammedicalcentre@nhs.net



Education Events


We will continue to hold patient Education Events. Recent sessions included the benefits of using the NHS App and Prostate Cancer Awareness. We plan to deliver education sessions frequently and would welcome suggestions and ideas in relation to topics to cover. You can email us at nencicb-tv.acklammedicalcentre@nhs.net with your thoughts!



Patient Survey Results

Thank you to all those patients who participated in our most recent Patient Survey. Your voice and opinions are important for us to ensure we are delivering the best possible service and care. You can see a full version of results on our website. Below is a snapshot of comments and suggestions in a 'You said We did' format.

We asked, You answered! Feedback Received



Nurses have been very helpful & caring

Now eConsult has been introduced the phones are so much better and much better for patients who work full time

EConsult has made a huge difference and works very well. The Dr was so lovely when I attended, and I felt very safe in his care.

Dr Pauline what a wonderful GP always as plenty of time and compassion Really listens and gives advise Dr Pauline as supported me last 3years never bothered a Dr before other than medical for work She really is patient focussed

I would like to recognise everyone at the surgery as they all work together as team

I feel listened to and cared for when I have contacted or attended the surgery.

I think the use of the e-consult needs to become more embedded for a more seamless service delivery but, otherwise, I think this is a good approach.

I have found all staff excellent and helpful

Me personally, I think the whole teamwork with the patient's best interest, especially under the enormous pressure the NHS, and GPs are under, so I say thank you for your prompt attention in my case.

All the clinical staff I have had appointments with have been wonderful.

You Said, We Did !



You said ...
You need to be open on an evening and on weekends so people who work can get an appointment

We did ...
Did you know? As part of our local primary care network between the hours of 6pm – 8pm we off an extended access GP service? This is based at Park Surgery in One Life

You said ...
Employ additional doctors

We did ...
We have recently been through a recruitment drive at Acklam Medical Centre and currently have 5 GPs with a 6th GP due to join us in the summer. We also have 1 Trainee ACP, 3 Nurse Practitioners, 1 FCP and 3 Pharmacists. You don't always need to see a GP.

You said ...
Having more appointments and the same day. Not having to call and hope for the best.

We did ...
Demand on GP surgeries is extremely high. GPs are not always best placed to deal with your issues this can be done by another healthcare practitioner. However, we now have a new compliment of GPs to try and keep up with demand.

You said ...
Not everyone has access or is happy to use a computer. I have found it difficult in the past to get an appointment.

We did ...
We make adjustments for patients who are unable to access E-Consult, please call the surgery for details.

You Said, We Did !



You said ...
EConsult is brilliant way of contacting rather than waiting in a considerable wait time at 8am when everyone calls!! Great implementation however does require a little "tweaking" sometimes it has stated it cannot continue given the answers and to contact the surgery, would consider having an "override" button something that gives a warning advising to call the surgery but can continue if absolutely sure and not critical to call etc. much improved having the eConsult as able to complete in own time when suitable and be triaged from there. Great also now to be able to speak with medical team and prescribed, if necessary, over the phone a prescription, frees up team for the face-to-face appointments that are needed and saves a trip to the surgery as being the "norm". Great direction of the surgery, great team currently and great care. Keep up the good work.

We did ...
We are looking at ways to continually improve our service. We are analysing reports and testing the system to ensure it is working as it should and that it is patient friendly.

You asked ...
Better interaction with Cohens prescriptions

We answered ...
Unfortunately, although Cohens Chemist is linked to our building, We have no say or management responsibility over their pharmacy. If you are not happy with Cohens, you are able to have your prescriptions go to any chemist of your choice.

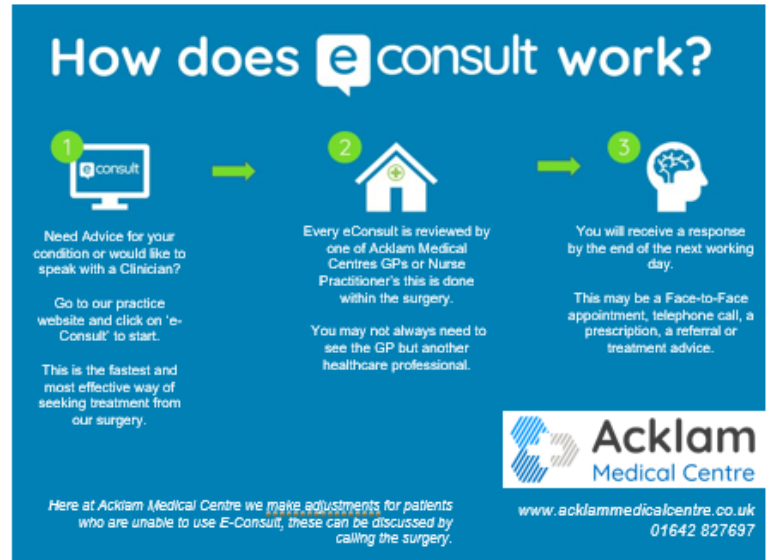
E-Consult

E-Consult is still very new here at Acklam, however it has aided us support the demand on the service more effectively. Please see below some handy information and tips about E-Consult!

E-Consult Did you know?



- **Each E-Consult is Triage and Reviewed by one of Acklam Medical Centres In-house GPs or Nurse Practitioners**
- **E-Consult allows the surgery to deliver a fair and equitable service to all based on demand, based on our old system where you would call and queue at 8am and appointments were of a limited number and if you weren't able to obtain an appointment in time you would need to call back the next day. With E-Consult you indirectly get to seek advice and guidance from one of our clinicians, making this a great way to be able to get hold of your GP or Nurse Practitioner!**
- **We make adjustments for patients who are unable to use E-Consult, these can be discussed by calling the surgery**



E-Consult – Alteration to Opening Hours

Please note from Week Commencing the 10th June our E-Consult opening times have now changed and are detailed below with the changes highlighted in blue. The surgery opening times remain unchanged.

Monday – 8am-4pm

Tuesday – 8am-4pm

Wednesday – 8am-1pm

Thursday – 8am-4pm

Friday – 8am – 1pm

Should you need to contact the surgery outside of these times you can do so by calling the main surgery phone number 01642 827697.

Carers Identification Campaign

You should have received a text message recently asking if you look after someone and are someone's carer. It is important that we hold up to date records of patients who are carers, so we are able to offer necessary support where required.

If you did not receive a text and do look after someone, please let reception know.

Did you know you can gain further information and support by visiting www.carersuk.org



Missed Appointments

Thank You To

95.6%

of our patients who attended their booked appointments last year

- When Patients miss appointments it can be disruptive for us, for you and other patients in need of care.
- When an patient doesn't attend, it stops another patient being seen sooner.
- We understand that sometimes things come up and you may not be able to attend an appointment, all we ask is you let us know.



During 2023/2024

There were **2890** appointments at this practice booked, in which patients failed to attend.

This equates to **62,074** minutes of clinical appointment time

- These appointments are inclusive of GPs, Nurse Practitioners, Practice Nurses, Nursing Associates, Phlebotomists & Pharmacists

"The total cost to the NHS of missed appointments was over £216 million"

(NHS England, 2019)

NHS
England