



The Harefield
Practice



Newsletter

January 2024

Harefield Practice Patient Newsletter – Episode 1 -Quarterly newsletter

Welcome to the first edition of patient newsletter for patients on the Harefield Practice. This newsletter will contain information for patients on their GP practice.

Patient Feedback Survey July 2023

Thank you to those who completed our last patient survey. This feedback, along with other sources, will inform an action plan that the practice will be using to help us improve our services.

There were 315 responses to the survey and 80% of patients completing the survey have interacted with the practice in the last 3 months.

Below is a summary of the feedback and some actions we will be taking to improve the feedback.

| Themes from Feedback (You Said) | Actions we have taken (We did) |
|---|---|
| <i>Patients find it difficult to get through on the phones (also noted in GP Patient Survey 2023)</i> | <ul style="list-style-type: none">• Actively encourage patients to use the online form Patches if they can to free up phone lines.• Reviewed telephone data as a practice and ensure as many staff as possible on phones at busy times.• Added a message to phones and on website to encourage patients to use Patches where possible |
| <i>I had a response from Patches within 2 hours thanks so much</i> | <ul style="list-style-type: none">• Publicised this feedback on socials and website to see if more patients can be encouraged to use the service |
| <i>Find the pharmacy service helpful but need clarity on when to order prescriptions</i> | <ul style="list-style-type: none">• Added an article in our newsletter to promote our pharmacists (see below)• Added information on when to order prescriptions on website• Increased time to order to two weeks before prescription runs out |
| <i>Add a list of social community help services such as PALS, H4ALL and befriender volunteers to anything where vulnerable and anxious patients may struggle.</i> | <ul style="list-style-type: none">• Updated website with key information• Added posts to Facebook page with more information |
| <i>We would like more face to face appointments and timed appointments for telephone calls</i> | <ul style="list-style-type: none">• Most appointments can now be either telephone or face to face just ask when booking. |

Want to help work with your GP Practice? We are looking for people to join our new and improved **Patient Group**

To join please complete a form on the website or come in and leave your details with Reception.

<https://www.theharefieldpractice.co.uk/patient-participation-group>

Please complete our January 2024 Survey

<https://forms.gle/ERvc2hA7AJ4tuJd1A>

NEW Facebook page for patients of Harefield Practice



Join us on Facebook

<https://www.facebook.com/groups/theharefieldpractice>

The practice has recently started a Facebook group to support patients who use social media to access information about the practice and relevant health education. The page is monitored by the practice management team.

Your GP Practice team is getting bigger.

With the progression of primary care networks and increased additional roles they employ; we are seeing a bigger and better team available to help you and your family manage their health and care.

The aim of these wider teams is to ensure patients see the right person at the right time and take the pressure of our GPs where there is a widely recognised national shortage.

Some of the roles they employ include social prescribers, nurse practitioners, nursing associates and clinical pharmacists.

This month we are having a spotlight on clinical pharmacists.



Spotlight on Clinical Pharmacists

At Harefield Practice we have a number of clinical pharmacists supporting your care and treatment. Clinical pharmacists are increasingly working as part of general practice teams. They are highly qualified experts in medicines and can help people in a range of ways. This includes carrying out structured medication reviews for patients with ongoing health problems and improving patient safety, outcomes and value through a person-centred approach.

What to do when I need to see my GP

- If you are feeling unwell and you need to see a doctor, you can access a doctor through the online system Patches. This is the fastest way to access a GP.
- If you are unable to get online you can call the practice on **01895 822944**
- There is lots of information available on our website www.theharefieldpractice.co.uk

Harefield Practice is promoting use of the NHS app for patients to support management of their health and care.

What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.

What does the NHS App do?

Your health

- **view your GP health record**
view your medical history, test results, allergies, and medicines
- **register your organ donation decision**
choose to donate some or all of your organs and check your registered decision
- **take part in health research**
register with Be Part of Research to help us provide better care and treatment

Prescriptions

- **order repeat prescriptions**
request repeat prescriptions without having to contact your GP surgery
- **nominate a pharmacy**
choose a pharmacy where your prescriptions will be sent to

Appointments

- **book appointments with your GP Surgery**
book, view and cancel appointments
- **book and manage hospital appointments in one place**
you can choose your treatment provider from a list provided by your GP/referrer, and see information on most of them, including who to contact, waiting times, distance and booking details
- **manage vaccination appointments**
book, amend or cancel vaccination appointments

Send and receive messages

- **contact your GP surgery**
request care from your GP surgery using an online form
- **receive messages and notifications**
view messages from your GP surgery and get notifications through your phone or tablet

Help someone else

- **linked profiles**
access the health records, appointments and prescriptions of people you care for (including children) – or get help from someone you trust

Advice and information

- **search symptoms, conditions, and treatments**
use the health A-Z to check symptoms and treatments, and get advice on what to do next
- **get health advice through 111 online**
check if you need urgent help and find out what to do next
- **find NHS services**
search for services near you
- **check your NHS number**
check your NHS number and manage your contact details within the NHS App



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The Health Pod

HAVE YOU VISITED THE HEALTH POD?

Whilst you wait, please visit the pod to check and update us of your

BLOOD PRESSURE HEIGHT & WEIGHT

Have you noticed our new



ticket system in reception?

To control footfall, we advise our patients to submit a patches, e-contact or telephone us.

If you need to come down, there is now a ticket system. We noticed & patients have feedback when they are at the front desk with a query personal space is not always respected when someone is directly standing behind them in ear shot of confidential conversations.

Some conversations can take a while and we do not wish our patients who are unable to stand for long periods of time having to stand when they can take a seat.



Please press the button on the black box located on the reception desk take a ticket & take a seat Your number will be called when the receptionist is free and there is confidential space.

Patient Call Summary 2023

Call Summary

| Month | Calls Inbound | Average Queue Time |
|----------------|---------------|--------------------|
| January 2023 | 6979 | 10m |
| February 2023 | 6583 | 11m |
| March 2023 | 7615 | 11m |
| April 2023 | 6073 | 12m |
| May 2023 | 7033 | 12m |
| June 2023 | 6582 | 7m |
| July 2023 | 5794 | 10m |
| August 2023 | 5554 | 8m |
| September 2023 | 6151 | 10m |
| October 2023 | 6124 | 8m |
| November 2023 | 6176 | 8m |
| December 2023 | 5166 | 5m |

Friends and Family Test Results

Summary Scores

| Month | Positive | Negative | Neutral |
|----------------|----------|----------|---------|
| May 2023 | 89% | 5.5% | 5.5% |
| June 2023 | 84% | 16% | 0% |
| July 2023 | 90% | 3% | 7% |
| August 2023 | 85% | 12% | 3% |
| September 2023 | 86% | 8% | 6% |
| October 2023 | 81% | 13% | 7% |
| November 2023 | 92% | 7% | 5% |
| December 2023 | 90% | 4% | 6% |