



KIRKBURTON HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER WINTER 2023

Our Newsletter can be viewed on our website www.kirkburtonhealthcentre.nhs.uk or by email upon request.

WORKING TOGETHER TO EASE WINTER PRESSURES

Winter is typically one of the most challenging times of the year for health and care services. This year, high levels of 'flu, respiratory infections, COVID-19, and an increase in the number of Group A Streptococcus (GAS) infections, have placed unprecedented demands on General Practices, community, mental health, hospital services and A&E Departments.

The public are reminded to use services appropriately and responsibly, and check in on vulnerable family, friends and neighbours.

TOGETHER WE CAN CHOOSE WELL

West Yorkshire Health and Care Partnership

- Self Care**
Many minor issues like coughs, grazes and sore throats can be treated at home.
- Pharmacy**
Medical advice and treatments for things like colds, tummy troubles, rashes, aches and pains.
- NHS 111**
Visit 111.nhs.uk or call 111 if you need medical help quickly, 24 hours a day, 365 days a year.
- Mental health**
Don't wait until you are in crisis. There's a wide range of support and resources available for everyone, including a 24/7 free phone line. Visit togetherwe-can.com/mental-health
- GP practices**
GP practices offers same day and pre bookable appointments Monday to Friday, 8am - 8pm.
- A&E**
A&E is for emergencies, serious injuries and life-threatening situations. Like heart attacks, 24 hours a day.

We are working hard to prioritise urgent and same day care and we have reserved a number of urgent appointments for children who are unwell. If your appointment is non urgent, you may have to wait longer, and we thank you for your patience and understanding.

Working together with The Mast Primary Care Network Partnership (PCN) colleagues, we have launched a winter access service which will run until March, offering GP and Nurse appointments to our PCN patients. Appointments are being held at Denby Dale Surgery (Tuesday morning) and Kirkburton Health Centre (Thursday morning).

Dr Gethin Lane, GP Partner, said: "I would like to thank all colleagues for their incredible hard work in managing the increase in demand, and our patients for their patience and understanding."

It is very important that people who need medical care come forward, especially when someone has a life-threatening illness or injury.

GROUP A STREPTOCOCCUS (GAS) – STREP A

Strep A is a common bacteria which causes a range of infections, including scarlet fever. These infections are usually mild. It can also cause a rare, more serious infection called Invasive group A strep (iGAS). For more information on Strep A, please visit

<https://www.nhs.uk/conditions/strep-a/>

PATIENTS WHO DID NOT ATTEND APPOINTMENTS – OCTOBER–DECEMBER 2022



GP appointment?
Can't make it?
Don't need it?

CANCEL IT!

	Total No. of Appointments	No. DNA	% DNA
OCTOBER	4949	330	6.6%
NOVEMBER	3599	214	6%
DECEMBER	2864	163	5.7%

Patients who fail to attend their appointments and do not inform us, incur significant cost to the Practice and to other patients in terms of lost appointments. **If you do not need your appointment, or simply want to change it, call 01484 602040 or email reception.kirkburtonhealthcentre@nhs.net.**

Thank you for your co-operation.

GP PATIENT SURVEY 2023

The GP Patient Survey is an independent survey run by Ipsos Mori on behalf of NHS England. The survey is sent out each year, in January, to more than two million people, randomly selected from the NHS list of patients registered with a GP.

The survey is carried out securely and information does not identify individuals.

Emily Town, Assistant Practice Manager, said: "We encourage patients who receive an invitation, to complete the questionnaire. It is an opportunity for patients to share their experience of our Practice. The findings help to show what is working and what needs to improve."

The survey will be live for three months, with fieldwork closing in early April. The results will be published online at www.gp-patient.co.uk in July 2023.



Kirklees Council has approved more than £500,000 of funding to support residents in the cost of living crisis.

Funding will be awarded to groups who are able to provide a warm space for residents this winter, food parcels and fuel vouchers and those who can help provide information and guidance on topics such as mental health support, debt advice and assistance into employment.

For more information, please visit www.kirklees.gov.uk/cost-of-living