



KIRKBURTON HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) SUMMER 2023

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

WELCOME

We welcome Health Care Assistant Kirsty, and Receptionists Claire and Jo to our team. Our new registrars will join us in August.

In this edition, we focus on the new NHS England Plan "Delivery Plan for recovering Access to Primary Care" and the changes that Kirkburton Health Centre will introduce over the coming weeks to make it easier for patients to get an appointment or advice.

KIRKBURTON HEALTH CENTRE RECEIVES GOLD AWARD FOR LGBTQ+

Our Practice is very proud to have been awarded Pride in Practice Gold Award for LGBTQ+.

Pride in Practice is a quality assurance and social prescribing programme which strengthens and develops Primary Care Services' relationships with their lesbian, gay, bisexual, transgender and questioning people.

Julie Lambe, Practice Business Manager, said: "The award is a wonderful testament to the to the fantastic work our team has done to build a fully inclusive patient-centred service for our lesbian, gay, bisexual, transgender and questioning people."



Kirkburton Health Centre has ordered Flu Vaccine for all our eligible patients.

Invitations will be sent out shortly.

Please support the Practice and have your vaccination with us.

ACCESS IMPROVEMENT PLAN – KIRKBURTON HEALTH CENTRE



Dr Waller outlined NHS England’s “Delivery Plan for recovering Access to Primary Care” at our July PPG meeting. She presented a proposed Access Improvement Plan for Kirkburton Health Centre which will make it easier for patients to get the help they need.

Dr Waller said: “The Plan is an opportunity to rethink and reposition to achieve the two main aims and ensure consistency in the access that patients can expect. This will improve patient experience and staff well-being and morale.”

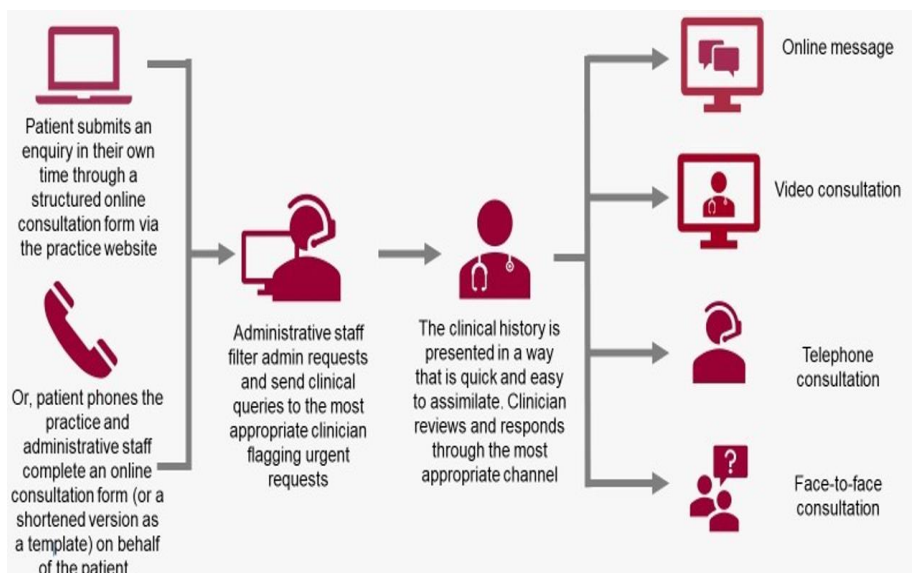
The two main aims of the Plan are:-

- To tackle the 8.00am ‘rush’ for appointments
- For patients to know on the day that they contact the practice how their request will be managed.

The current pressures in primary care are the key drivers of change. These are: increased demand for primary care services, an ageing population living with more complex conditions, fewer qualified doctors working in General Practice, decreased patient satisfaction and low staff morale

Changes to the GP contract, and redirection of £246million Investment and Impact Fund (IIF), with 70% going to Primary Care Networks to improve access, will support the Plan.

Dr Waller outlined a proposed new Digital Triage Hub model of working for Kirkburton Health Centre, to end the 8.00am ‘rush.’ The hub team will consist of clinical and administrative staff, who will work together managing incoming calls, online patient consultations, and patients who walk in.



The Practice team are assessing current workload and patient contacts against BMA guidance and considering different options for models.

This new way of working will commence at the beginning of October.

Dr Waller said: "Patients will know on the day of contact, how their request will be managed. If their need is urgent, they will be assessed and given an appointment on the same day. If it is not urgent, an appointment with a primary care professional will be made within two weeks. Importantly, patients will not be asked to call back the following day."

PPG members welcomed the changes and will support the Practice throughout the transition.

Actions from NHS England's Delivery Plan for recovering Access to Primary Care which come into effect later in the year:

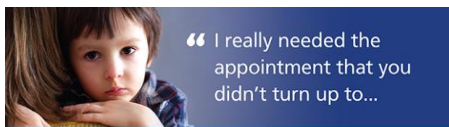
From September 2023, people will be able to self-refer for key services, including hearing and podiatry, without seeing their GP first.

By the end of the year, for the first time, patients who need prescription medication will be able to get it directly from a pharmacy, without a GP appointment, for seven common conditions including earache, sore throat, or urinary tract infections, as part of Pharmacy First.

For more information, please read the full plan online.

<https://www.england.nhs.uk/publication/delivery-plan-for-recovering-access-to-primary-care/>

PATIENTS WHO DID NOT ATTEND APPOINTMENTS – APRIL – JUNE 2023



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

CANCEL IT!

	Total No. of Appointments	No. DNA	% DNA
APRIL	2477	105	4.2%
MAY	2702	181	6.7%
JUNE	2854	205	7.1%

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 miss three appointments in a twelve month period, we will consider removing you from our patient list. You will then have to register at another Practice in the area.

If you do not need your appointment, or simply want to change it, use the NHS App, call 01484 602040 or email reception.kirkburtonhealthcentre@nhs.net. Thank you for your co-operation.