



KIRKBURTON HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) AUTUMN 2023

Improving Access to Primary Care at Kirkburton Health Centre

We are introducing our new Digital Triage model of working on Monday, 20th November.

For the past six months, our team has worked hard assessing workload, patient contacts and clinical systems, to develop the model. We have involved our PPG members in discussions and value their input, recommendations, and support.

The new model will help us to achieve the aims of NHS England's "Delivery Plan for recovering access to Primary Care":

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

Under the new model, patients complete an online eConsultation form, providing the essential information for a GP to read and assess the patient needs. Patients who are unable to access eConsults at home may attend the surgery to complete the form in person in our reception using one of our iPads. Reception staff will also be able to assist completion of the eConsultation form over the phone for patients who are unable to access this themselves at home, or in person at reception.

- We will contact you to let you know how your request will be managed on the same day.
- Patients with urgent needs will be given an appointment the same day.
- Patients with non-urgent needs will be referred to the most appropriate member of the primary care team.

Dr Waller said: "Our new appointment system will make the very best use of our highly skilled healthcare team, and free up GPs for patients in specific need of their expertise. This will improve access for all our patients and continuity of care."

From Monday, 20 November, to request an appointment:

Complete an eConsult online request. Available from 6.00am until 5.00pm from Monday to Friday.

We understand that not all patients are able to use eConsult. Support will be available at the Surgery for those who need our help. We have created cubicles equipped with iPads, in our waiting area. Available from 8.00am – 4.30pm Monday to Friday.

If you are unable to use the online form or you do not have access, please ring the surgery on 01484 602040 and our reception team will complete the form with you. Available from 8.00am to 5.00pm Monday to Friday.

For more information, please visit: www.kirkburtonhealthcentre.nhs.uk

Our Flu and COVID vaccination clinics are underway. We have ordered vaccine for all our eligible patients.

Contact the practice to book your vaccinations.

Please support the Practice and have your vaccination with us.

 **FOCUS ON – Ahmed Patel, Community Pharmacist, Denby Pharmacy and Pharmacy Lead for The Mast Primary Care Network**

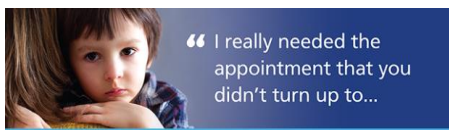
Ahmed is a Director of Denby Pharmacy, an independent NHS Community Pharmacy in Denby Dale, and Pharmacy Lead for The Mast Primary Care Network.

He qualified as a Pharmacist at the University of Sunderland in 1996 and has a wealth of experience from many different settings, including locum, GP Practice, and large multiple chains.

In a typical day, he will dispense prescriptions, give advice on treating minor ailments and conditions, sell over the counter medicines, provide NHS Advanced Services including New Medicine Service, NHS111 Community Pharmacist Consultation Service (CPCS) and GP CPCS. As Pharmacy Lead for The Mast PCN, Ahmed works closely with the PCN management team, GPs and Practice staff and supports pharmacy colleagues through sharing best practice, knowledge, and teamwork.



Ahmed said: "Our Community Pharmacies are in a great position to help reduce the pressure on GPs, benefiting patients, GP Practices and our expert Pharmacists."



“ I really needed the appointment that you didn't turn up to...”

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

CANCEL IT!

PATIENTS WHO DID NOT ATTEND APPOINTMENTS – JULY – SEPTEMBER 2023

	Total No. of Appointments	No. DNA	% DNA
JULY	2648	165	6.23%
AUGUST	2449	167	6.82%
SEPTEMBER	3303	204	6.18%

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.