



# KIRKBURTON HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) WINTER 2024

Our Newsletter can be viewed on our website [www.kirkburtonhealthcentre.nhs.uk](http://www.kirkburtonhealthcentre.nhs.uk) or by email upon request.

## ONLINE TRIAGE UPDATE

A huge “thank you” to our patients and PPG members for your support and feedback on our new online triage appointments system. Our new system was introduced on 20 November, and we are pleased to report that since then, **98%** of patients have been offered an appointment within two weeks, compared to **72%** in our previous system.

Dr Waller said: “Many patients who have used the new system have commented on the prompt response from the Practice and improved access to an appropriate clinician. We encourage and welcome feedback and have made improvements to our online triage form in response to constructive feedback.”

Please contact us on [wycib-kirk.admin.kirkburtonhc@nhs.net](mailto:wycib-kirk.admin.kirkburtonhc@nhs.net) if you would like to provide feedback.

To make an appointment with a GP or Nurse Practitioner, visit [www.kirkburtonhealthcentre.nhs.uk](http://www.kirkburtonhealthcentre.nhs.uk) and click on “Make an appointment.”

- You do not need a username, password or to use the NHS App.
- Complete the online triage form.
- Available from 7am to 5pm, Monday to Friday.



## iPads in the Surgery

- If you don't have access to the internet at home, you can complete the online triage form in the surgery.
- Available from 8am to 4.30pm, Monday to Friday.
- Support is available if you need it.

If you are unable to use the online form, or do not have access, please ring the surgery, **01484 602040**

- Our receptionist will take the information required for the clinician to triage your clinical needs.
- Available from 8am to 5pm Monday to Friday.

Whichever method you use, a clinician at the Practice will review your form on the date of receipt and will respond on the same day between 7am and 5pm.

We will continue to review the new system and work with our patients and PPG to ensure that we deliver a high quality service for everyone. Thank you for your ongoing support.

## FOCUS ON ..... Dr Steve Ollerton, Clinical Director for The Mast Primary Care Network

Dr Steve Ollerton is Clinical Director of The Mast Primary Care Network (PCN), part-time GP Partner at Skelmanthorpe Family Doctors and Primary Care Advisor to the Diagnostic Programme, North East and Yorkshire Region. Steve has a wealth of experience and was Chair of Greater Huddersfield Clinical Commissioning Group from 2013 to 2021.

In his role as Clinical Director, Steve provides strategic and clinical leadership, working with five member practices [Dearne Valley, Kirkburton, Lepton and Kirkheaton, Shepley and Skelmanthorpe] the PCN Management team and West Yorkshire Integrated Care Board (ICB), to develop, support and deliver local improvement programmes aligned to national and local priorities.

The Mast PCN has a clear vision to bring GP practices together, working with other patient facing teams – health and social care services, the voluntary sector, community groups and local people – to focus on the staff and services that will significantly reduce inequalities and improve health outcomes in our area.



July marked four years since PCNs were introduced into the NHS.

### **In that time, The Mast PCN has gone from strength to strength.**

- As a network, the PCN delivered a successful Covid-19 vaccination Programme for all our patients
- Our team of Additional Role specialists has grown, and we now have Pharmacists, Physiotherapists, Social Prescribing Link Workers, and Nurses working across our five Practices
- Together with The Valleys PCN, we introduced an Extended Access Service, offering pre-bookable appointments on Friday – 6.30pm-8.00pm and Saturday 9.00am-5.00pm
- We have delivered Health Inequalities Projects tailored to the needs of our local communities
- We have developed Access Improvement Plans to improve patient experience and staff well-being and morale.

**Dr Ollerton said: “Four years on, The Mast PCN has made great progress, but we still have further to go. As a PCN, we are stronger together. We can join up care more effectively and focus on staff and services that will improve the health and wellbeing of our patient population.**

## KIRKBURTON HEALTH CENTRE IS A RESEARCH READY® PRACTICE

Research Ready® is a quality assurance programme for all research-active UK GP practices.

Dr Waller is our Research Lead, supported by Rebecca Wray, Advanced Nurse Practitioner. We are currently taking part in a pioneering research trial, funded by the National Institute for Health Research and run by the University of Cambridge.

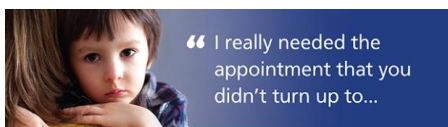
The **SAFER** Trial aims to assess whether screening at home for a common heart rate condition, atrial fibrillation (AF) would prevent people having strokes and heart attacks. The practice has invited eligible patients to take part in the trial.

If you are invited to take part in research, it is entirely your choice. Your health care will not be affected in any way if you decide not to take part in a research study.

## OLDER PEOPLE'S MENTAL HEALTH INPATIENT SERVICES CONSULTATION – SHARE YOUR VIEWS

South West Yorkshire Partnership NHS Foundation Trust and West Yorkshire Integrated Care Board has launched a consultation on improving mental health care for older people on inpatient wards across Calderdale, Kirklees and Wakefield. The consultation asks people to share their views about creating specialist inpatient wards for older people with dementia and dedicated wards for older people living with other mental health needs, such as anxiety, depression or psychosis, which are known as 'functional mental health needs.' To find out more about the consultation, visit [www.southwestyorkshire.nhs.uk/opsconsultation](http://www.southwestyorkshire.nhs.uk/opsconsultation). The consultation runs until 29 March 2024.

## PATIENTS WHO DID NOT ATTEND APPOINTMENTS – OCTOBER- DECEMBER 2023



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

**CANCEL IT!**

	Total No. of Appointments	No. DNA	% DNA
<b>OCTOBER</b>	<b>2974</b>	<b>181</b>	<b>6.08%</b>
<b>NOVEMBER</b>	<b>2216</b>	<b>148</b>	<b>6.70%</b>
<b>DECEMBER</b>	<b>2311</b>	<b>144</b>	<b>6.23%</b>

Patients who fail to attend their appointments and do not inform us incur significant costs 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, call 01484 602040 or email [reception.kirkburtonhealthcentre@nhs.net](mailto:reception.kirkburtonhealthcentre@nhs.net).** Thank you for your co-operation.