



KIRKBURTON HEALTH CENTRE PATIENT PARTICIPATION GROUP (PPG) NEWSLETTER SPRING 2024

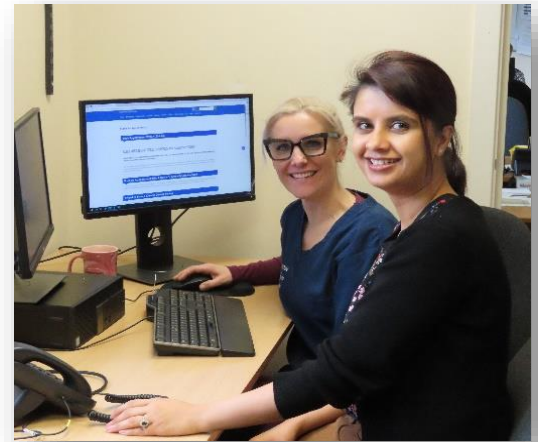
Our Newsletter can be viewed on our website www.kirkburtonhealthcentre.nhs.uk or by email upon request.

WELCOME

We welcome Dr Mohammed, Foundation Year 2 doctor, and Dr Ghimire, GP Registrar to our team. GP Registrars and FY2 doctors are fully qualified doctors and an important part of the team.

CLINICAL TRIAGE UPDATE

Kirkburton Health Centre introduced an online triage system in November 2023. Under the new system, all requests for urgent or routine clinician appointments require the completion of an online triage form, e-consult. The online forms are reviewed by our clinical triage team the same day, and often within the hour, in our clinical triage hub. The hub is staffed by a GP, (two on Monday) and Advanced Clinical Practitioner or GP Registrar.



Dr Ghimire and Dr Waller

Dr Waller said: "After six months, we have found clinical triage is much better than our previous system for patients and staff. Ninety-eight percent of patients have been offered an appointment within two weeks, compared to 72% in our previous system. Our staff have embraced new ways of working and value the teamwork, support, and commitment of colleagues."

Benefits of clinical triage

- Better use of technology
- Reduced telephone wait times
- No longer the frustration of having to call at 8.00am, or call back the following day
- Consistent and more efficient approach to how we deliver care
- All requests receive a senior clinical triage the same day and often within the hour
- The skills of our healthcare team are better used
- GPs can focus on patients in specific need of their expertise
- Improved access to an appropriate clinician for all our patients
- As a GP Training Practice, our clinical triage hub is an excellent learning environment for GP registrars.

INTRODUCING PHARMACY FIRST

Under the new NHS Pharmacy First scheme, you can now receive advice and treatment from your local community pharmacy for the following common conditions:

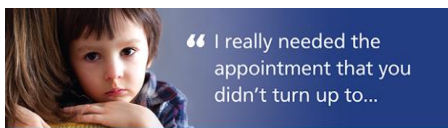
- Earache – 1 to 17 years
- Impetigo – 1 year and over
- Infected insect bites – 1 year and over
- Shingles – 18 years and over
- Sinusitis – 12 years and over
- Sore throat – 5 years and over
- Urinary tract infections – women – 16-64 years

The Pharmacist will consider your medical history and any medications you may currently be taking and recommend the best course of action for your condition.

SHARE YOUR VIEWS

The Practice has invited patients who used our online triage system in February and March to complete a confidential survey. The survey has been developed by our Patient Participation Group. Key aims of the survey are to assess patient understanding, ease of use, support offered when using iPads or telephone, and suggest recommendations for improvement. Julie Lambe, Practice Business Manager, said: “We encourage patients who receive the survey to complete it. We are committed to reviewing the online system regularly to make sure that we meet the needs of our patients.”

PATIENTS WHO DID NOT ATTEND APPOINTMENTS – JANUARY – MARCH 2024



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

CANCEL IT!

	Total No. of Appointments	No. DNA	% DNA
JANUARY	2023	144	7
FEBRUARY	1489	107	7
MARCH	1597	100	6

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. Thank you for your co-operation.