



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

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

WELCOME

We welcome GP Registrars Dr Samantha Raynsford, Dr Bilal Masood, Dr Keyur Bhattarai and FY2 Dr Andrew Keenan to our team.

FOCUS ON: RACHEL FRANCE, PRACTICE NURSE

Rachel has an incredible 40 years of nursing experience. She has worked as Practice Nurse since 1993 and has a wealth of experience in all aspects of Practice Nursing, including diabetes, asthma, COPD, lung function tests, coronary heart disease, contraception reviews, female screening, wound care and vaccinations. Rachel undertakes regular training to keep up to date with latest treatments and health advice and is also involved in education and training for Practice Nurses in our area.

A typical day will see Rachel running clinics, administering vaccinations, undertaking wound assessments and ECGs, management tasks and supporting members of the Practice team.

Rachel enjoys the variety of her role, caring for people of all ages through different life stages and working with a supportive team.

Rachel said: "I love my job. Getting to know our patients well, working with a wonderful team and ever-changing innovation is unique and very rewarding."



RSV VACCINE

UK Health Security Agency | NHS

The RSV vaccine is available from September 2024

Offered to:

-  **Pregnant women**
(From week 28 of your pregnancy)
-  **People over 75**
(plus those already aged 75-79 for the first year)

Speak to your midwife, GP practice or health team

Respiratory Syncytial Virus (RSV) is a common virus that can cause serious respiratory infections in young children, older adults and those with underlying health conditions.

The vaccine will be offered to eligible patients. Maternity services will contact pregnant women to offer the vaccination.

For more information visit

<https://www.nhs.uk/conditions/respiratory-syncytial-virus-rsv/>

FEEDBACK FROM OUR ONLINE TRIAGE SYSTEM SURVEY

Our new online triage system was introduced in November. The Practice is committed to capturing patient feedback - directly and through regular surveys. A questionnaire developed by the PPG was launched in June. The findings from June to August data, shows that overall patients are adapting well to the new approach and have a clear understanding of the system and benefits.

The practice has acted on feedback to improve patient experience and extend choice. Several improvements have been made:

- A computer, keyboard and screen has been installed in a side room, offering patients privacy, access to the internet and technology.
- A shorter version of e-consult – E-lite has been introduced

The survey is work-in-progress and will continue to be issued to monitor patient feedback.

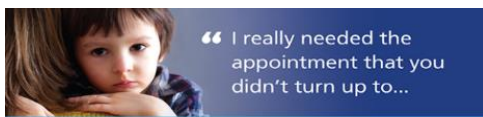
Dr Waller said: “The new system has improved access to an appropriate health care professional for all patients. As a training practice, the clinical triage hub is an excellent learning environment for our GP registrars.”

ANNUAL GP PATIENT SURVEY

NHS England has published the results from their annual GP Patient Survey. The completion rate for our Practice was 33% (98 surveys returned out of 301 surveys sent out in January). The overall experience of Kirkburton Health Centre is **Good**. The results are available at www.gp-patient.co.uk.

The GP Patient Survey is an independent survey run by Ipsos Mori on behalf of NHS England. The survey is sent out in January each year 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.

Julie Lambe, Practice Business Manager, said: “We encourage patients who receive a questionnaire in January, to complete it. The survey is an opportunity for patients to share their experience and for the practice to work on what needs to improve and what is working well.”



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

CANCEL IT!

PATIENTS WHO DID NOT ATTEND APPOINTMENTS – JULY – SEPTEMBER 2024

	Total No. of Appointments	No. DNA	% DNA
JULY	1847	112	6.06%
AUGUST	1795	128	7.13%
SEPTEMBER	1531	95	6.20%

If you do not need your appointment, or simply want to change it, call 01484 602040. Thank you for your co-operation.