

## Borough Green Medical Practice

[www.boroughgreenmedicalpractice.co.uk](http://www.boroughgreenmedicalpractice.co.uk)

### PATIENT NEWS – Autumn 2022



#### Practice Staff Changes

In June 2022, Sue Howe retired as Practice Business Manager after 7 successful years of running BGMP. She was replaced by Rachel Hyden who was previously a School Business Manager but is settling in to primary care.

August saw a new Partner join the Practice. Dr Kish Patel (MRCGP MBChB MPharm) who obtained a Masters in Pharmacy prior to starting a career in medicine. He read medicine at the University of Sheffield and then worked at Tunbridge Wells Hospital as a Foundation Doctor. He has also previously worked as a locum Pharmacist. At the same time Dr Unwin has reduced his working time. This has meant some moving of patients from one Doctor to another. The Partners have used a formula where the newest patients have been selected to move.

Emilia Cox who was the Practice's part-time Clinical Pharmacist left us at the end of August to work full-time at another Practice in the PCN. Ryan Martin has been taken on as a full-time Clinical Pharmacist to replace her.

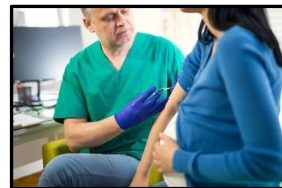
Heather Head has taken on a new role in BGMP, being a 'Care Co-ordinator'. She will be responsible for identified groups of patients who would benefit from having a central point for coordination and management. She will contribute to tackling inequalities in health and social care, particularly supporting patients with long-term conditions or conditions which make them particularly vulnerable.

#### Flu Vaccination and Covid Autumn Booster Clinics

Flu vaccination and Covid Booster Clinics for all patients of Borough Green Medical Practice who are eligible to receive the influenza vaccination, will be run on Saturday the 8<sup>th</sup> October 2022 (am) and Saturday the 22<sup>nd</sup> October 2022 (am). Eligible patients will be contacted directly to book. Following the approval from the Medicines and Healthcare products Regulatory Agency (MHRA), the NHS are set to become the first health service in the world to roll out a next generation bivalent Covid-19 vaccine.

We will be visiting Care Homes to vaccinate residents and staff at the beginning of October and ensuring housebound patients are reached also.

Our first on-site clinic is for patients aged 65 and over and adults in identified vulnerable groups. The second clinic will be for adults 50+ and anyone from the first groups who could not make the 8<sup>th</sup> October. Parents of any children requiring vaccination for flu will need to book appointments with the Nurses.



If members of the PPG are available to attend and help on either date it would be much appreciated – it could provide a good opportunity to sign up new members?

## NHS England Patient survey

The recent Patient satisfaction survey conducted by NHS England showed our practice results exceeded both the national and local average in all categories

Question	Borough Green Score	Kent and Medway Ave	Nat Ave
GOOD overall experience of GP Practice	<b>90%</b> (70% 'very good')	<b>67%</b>	<b>72%</b>
Good overall experience of making an appointment	77%	49%	56%
Easy to get through by phone	63%	42%	53%
Receptionists helpful	86%	79%	82%
Available appointment times	72%	48%	55%
Offered choice of appointment	80%	52%	59%
Satisfied with appointment offered	95%	68%	72%
Healthcare professional good at giving enough time	95%	80%	83%
Good at listening to the patient	94%	82%	85%
Patient involved as much as they wanted in care and treatment decisions	96%	89%	90%
Confidence and trust in healthcare professional they saw or spoke to	97%	92%	93%
Patient's needs were met	96%	90%	91%

## Social prescribing update

Meg is currently our only Social Prescriber. Two members of the PCN team have yet to be replaced. This has meant that referrals have had to be temporarily paused to allow the remaining team members to catch up.

## CCGs now ICBs

From July 2022 the CCGs (Clinical Commissioning Groups) ceased and have been replaced with ICBs (Integrated Care Boards). There will be very few changes at local level as a result of this name change.

## Reminder on available health care services

GP Practices are under more pressure than ever, so please do check which other services might be appropriate for your needs.

### Are you using the right service?

<p style="text-align: center; font-weight: bold;">SELF-CARE</p> <div style="text-align: center;">  <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at <a href="http://www.nhs.uk" style="color: white;">www.nhs.uk</a></p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p> </div>	<p style="text-align: center; font-weight: bold;">PHARMACY</p> <div style="text-align: center;">  <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p> </div>	<p style="text-align: center; font-weight: bold;">NHS 111 (24/7)</p> <div style="text-align: center;">  <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p> </div>
<p style="text-align: center; font-weight: bold;">GP ADVICE</p> <div style="text-align: center;">  <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p> </div>	<p style="text-align: center; font-weight: bold;">WALK IN CENTRE</p> <div style="text-align: center;">  <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p> </div>	<p style="text-align: center; font-weight: bold;">A&amp;E or 999</p> <div style="text-align: center;">  <p>Emergencies only</p> <p>Severe bleeding Choking Breathing difficulties Chest pain Stroke</p> </div>