

PRACTICE NEWSLETTER

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Upton Village Surgery

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www.uptonvillagesurgery.co.uk

Upton Village Surgery

This survey asks "How was your experience of the practice?" →

Friends and Family Results June 2024

WHAT HAVE WE ACHIEVED THIS PAST YEAR? (results from April 23—April 24)

- ◇ 402 injections given by our nursing and health care assistant team
- ◇ 2271 blood tests done by our Health Care Assistants
- ◇ 23% increase in NHS App users
- ◇ 6119 patients had at least 1 prescription issued within the last year
- ◇ Introduced online consulting via PATCHs to increase patient choice
- ◇ More flexibility with Thursday evening availability up until 9pm
- ◇ 922 referrals processed and sent
- ◇ Expanded our team to include Physiotherapists, Pharmacists, Care Coordinators, Mental Health Practitioner + Social Prescribing

Very good	176
Good	20
Neither	1
Poor	3

655

COVID vaccinations were administered by our healthcare staff during our recent Spring Booster campaign. This vaccination was available to 75+, housebound and immunosuppressed patients. Please keep an eye on our website or social media for updates regarding winter vaccines.

£1410 was wasted by patients not attending appointments in April, based on a figure of £30 per appointment*. Every appointment at a GP Practice is precious, especially at a time when GP services are met with rising patient demand. By working together, we can ensure appointment slots are used effectively and appointments are available to patients in need. Cancelling your appointment can be done via text reminder, calling us or via the NHS App/Patient Access.

*source—<https://www.bbc.co.uk/news/health-46732626>.



USING THE NHS APP—DROP-IN HELP SESSION AVAILABLE.

Your Patient Participation Group (PPG) are hosting drop in sessions to help you get online with the NHS App.

You will need to bring:

- ⇒ A device—Smart phone/Ipad/laptop
- ⇒ Your email address + phone number
- ⇒ NHS number (the practice can provide this if you are unsure).



WHEN: WEDNESDAY 21ST AUGUST **TIME:** 10—12 **LOCATION:** Practice waiting area

Your friendly PPG will be available to help patients of all technological abilities get online! Drop by and let us help.

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Staff Updates

In June, we welcomed back GP registrar, Dr Park, who has been on maternity leave. We also look forward to welcoming GP Registrar, Dr Molena, in August.

Moved address or changed your contact number?

Please fill in a change of details form via our website or call our reception team. We use post/text to send appointment reminders and make contact with you for health campaigns.

PRACTICE TRAINING AFTERNOON

We will be closed from 1pm until the next working day on the below dates for staff training and development.

There will still be access to the on-site pharmacy during the time we are closed.

~ Wednesday 17th July ~

~ Tuesday 3rd September ~

~ Wednesday 16th October ~

THINK PHARMACY FIRST

Prescription treatment without an appointment!

Your local participating pharmacies are:

- * Morrisons, Bache
- * Vicars Cross Pharmacy
- * Swettenham Chemist
- * Boots, Foregate Street



THINK PHARMACY FIRST

Prescription medicine without seeing a GP for patients in eligible age ranges

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

Uncomplicated urinary tract infections
Women 16-64 years

Cervical screening



If you are contacted to book an appointment for your cervical smear, don't delay.

First time? Contact us to book a telephone appointment with our practice nurse who will talk you through what to expect so your comfortable on the day.

You can also book appointments for cervical smear via NHS App/Patient Access.

NHS HEALTH CHECK APPOINTMENTS ARE AVAILABLE IF YOU ARE AGE 40—74 AND HAVE NO LONG TERM HEALTH CONDITIONS. CALL RECEPTION TO BOOK YOUR HEALTH 'MOT'!

Discover our new online consultation service

Giving you quick and easy access to GP services:

- Report symptoms to your GP
- Book virtual appointments
- Access health advice

patches



Vaccination Update

From 1st September 2024, a new programme for the RSV vaccine will be introduced.

Respiratory syncytial virus (RSV) is a common virus that causes coughs and colds in winter. Though usually causing mild symptoms, it can develop to be more serious for some.

If from 01/09/24 you are:

- **Aged 75—79 years old**
- **At least 28 weeks pregnant**

You will be contacted by the practice to be invited in for the vaccine.

Please enquire with our reception team if you are interested!

GET INVOLVED AT YOUR GP SURGERY TODAY!

WHAT IS THIS ABOUT?

We are setting up a forum for people aged 16-19 who are registered at one of the below GP surgeries

- Boughton Health Centre
- Heath Lane Medical Centre
- Park Medical Centre
- Upton Village Surgery



WHY?

We would like to encourage discussion with people from a younger age group so that your thoughts and ideas shape the way we work in the future

HOW?

We want to meet four times a year alongside surgery staff and doctors so that your ideas go to the people who can really make them happen



WHAT DO I GET OUT OF THIS?

This is as an opportunity to cooperate on projects, participate in discussions and work collaboratively to help model future health provision
It's also great experience for...

- Duke of Edinburgh Awards
- Personal and Professional Development (PDP)
- Health and Social Care
- Future medicine or nursing students
- UCAS personal statements to apply for Uni or further education
- Can be classed as volunteering
- Digital marketing and IT students



IS IT ALL UP TO ME?

It's not 😊 We already have a brilliant group of volunteers who we meet with regularly but we want to know the perspective and thoughts of those who will be using the NHS in the future!

We hope to start some very exciting practice improvements over the next few months!

We will be converting 2 non clinical spaces into 1 clinical room! This will allow us more space to host clinics.

We will also be getting automatic doors at our main entrance and to the door that separates the waiting area + corridor. We are so excited to get started on these projects! We will keep you updated via social media/website as things progress.

"Excellent 5 star service"

"Friendly and approachable doctors who really took an interest. I left feeling very reassured"

"From front of house to medical practitioners, staff are polite, courteous, informative and understanding. All requests are dealt with professionally."

"Quick and efficient service from booking to attending appointment"

THANK YOU!

Thank you for your responses to our Friends and Family test following your appointment. We are so pleased with the positive feedback that has been received. We are so proud of the excellent team we have and the care that is given to our patient community.