

The Leeds Road Practice Monthly Newsletter

March 2019

welcome

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Welcome to our new look Monthly Newsletter aiming to provide you with up to date information regarding the practice. Our new look newsletter will be aiming to provide "you" our service users, with information regarding what we are doing for "you". This information will include details on new services, seasonal health information and general support and advice including information on support organisations. We hope that you like our new format and we are always looking for ideas in regards to how we can improve so please provide feedback to leedsroadpractice@nhs.net

What we did for you in February 2019

Registered Patients: 13638	Calls Received: 6090
Appointments: 5718 (42% of patients)	Calls Made: 3652
Referrals Made: 387	Prescription Items Issued: 19681
Home Visits: 220	Laboratory Reports: 1494
Correspondence sent and received regarding our patients: 6053	

The above information is designed to provide our service users information in regards to how well the practice is performing against a set of key measures we have decided to record.

These figures were principally designed to provide information for the Practice Team to ensure that our resources are being used in the most effective ways and to provide as good a service as we can with the resources available and funded.

General practice has been suffering with chronic underfunding for many years and a there is a national shortage of GPs. We are feeling the pinch along with many other practices around the UK nowadays. We want to be as transparent as possible and show our service users that there's much more going on in the background than just doctors and nurses seeing patients. Please understand that we are doing the very best we can and only have a finite number of appointments we can offer.

98.5% of patients attended their appointment.

DID NOT ATTEND APPOINTMENTS

1.5% Did Not Attend their appointment

98.5% of all our patients attended appropriately which we thank all our service users for. This meant that 1.5% were classed as Did Not Attend (DNA). This accounted for 16 hours and 30 mins of clinical time being potentially wasted. This time even though not used is not however completely wasted as it does sometimes allow for catch up or more time to be spent with patients or allow catch up from earlier delays

A small proportion of these appointments also included patients who unfortunately could not be seen because they arrived more than 10 minutes late for appointments. Whilst we appreciate that sometimes being late is beyond the service users control we cannot see patients who attend more than 10 minutes late. If we were to do so potentially all clinics could run extremely late and extend the delays that already occur for various reasons.

I have an appointment with an HCA and not a GP – What can they do?

Healthcare assistants or HCA's work in hospital or community settings, such as GP surgeries, under the guidance of clinical staff. HCA's play an important part in the delivery of high standard care to patients. They support our GP's, ANP's, Clinical Pharmacists and Practice nurses in ensuring the patients are seen in a timely manner.

Some of their responsibilities include:

- Completing NHS Health Checks
 - Ear Syringing
- Assisting minor surgeries i.e. coil fitting and implants
 - Taking bloods – Phlebotomy clinics
- Health Promotion or health education work



Dena Franklin
Healthcare Assistant



Emily Beck
Trainee Healthcare Assistant

You said...

'...more appointments need to be available within 7-10 working days'

We did... we have reduced the number of appointments available to book 4 weeks in advance and hence made more available with less waiting time. For urgent matters we always have a Duty Team available to manage urgent on the day medical issues.

FRIENDS AND FAMILY TEST

Do you have feedback on a recent consultation with one of our GP's or Nurse's?

Have you got any ideas on how we can improve our services?

Let us know by completing our Friends and Family test via our website or email us at Leedsroadpractice@nhs.net

KEEP AN EYE OUT ON OUR SOCIAL MEDIA PLATFORM AND WEBSITE IN 2019 AS WE AIM TO INCREASE OUR ONLINE PRESENCE TO BETTER REACH OUR PATIENTS AND SPREAD ANY PRACTICE RELATED NEWS

@LeedsRoadPractice



www.leeds-road-practice.co.uk