

# ST CATHERINE'S SURGERY

<https://www.stcatherinessurgery-wirral.nhs.uk/>



## Practice Manager Update

*By Janine Clarke*

Welcome to the Winter edition of our patient newsletter. The last 3 months has seen a change to our appointment system, in-line with the NHS plan for a "Modern general practice model". I am pleased to say that overall, the change has been successful and has resulted in a considerable reduction in waiting times for appointments. The change has seen GP's triaging on average 150+ clinical requests on a daily basis while also dramatically reducing the call wait time

For patients when contacting us by phone. As with all new systems, there will be teething issues and we encourage you to provide both positive and negative feedback in relation to your experience when accessing the new system.

## PATCHS

*By Andrew Gibbard*

Since adopting the new PATCHS system to request appointments, access for patients has significantly improved. In-line with NHS guidelines, patients will be offered a routine appointment if appropriate, within 2 weeks or less. Same day appointments and appointments within a week are also available when appropriate following clinical triage.

### Useful Information

- You do not need to submit a PATCHS request if you wish to cancel an appointment, please call the Surgery and reschedule the appointment, or cancel by replying "CANCEL" to your text message reminder.
- Clinical PATCHS requests can be made between 7:30am-4pm. There is no longer a need to request an appointment at 8am as appointment requests are triaged throughout the day.
- Non-clinical/ administrative requests can be made between 7:30am-6:30pm.
- Nurse appointments are still booked by calling the practice.
- If you wish to know the results of a blood test or scan you can call the Surgery between 2pm-6:30pm.
- Repeat medication requests are still made by email/via our website or at the front desk. You can still call the practice to discuss medication related queries
- Continuing fit-note requests can be made via the admin section of our website or via email or over the phone for those that do not have internet access. For new fit note requests after the initial 7 day self-cert period, you will need to submit a PATCHS appointment request for a review before the fit note can be issued.
- Our new website provides a wealth of information about the services that we offer, often, the information that you need may be available on the website and we would encourage you to check this before submitting a PATCHS.
- PATCHS is a convenient way for patients to request an appointment without having to hold on the phone or discuss details that may make you uncomfortable. We understand that using a new system may cause anxiety for some people and we would like to assure you that we are here to help with accessing and setting up an account. For those that do not have access to the internet or are unable to, our team are able to submit the request on your behalf.

When submitting a PATCHS request, please ensure that you include all relevant information in order for your request to be clinically triaged appropriately.

# St Catherine's Surgery in Focus

## Clinical updates

- We welcome Dr in training Dr Draper who joins the surgery in February.
- Dr Paul left us this month after completing her training.
- The BP monitor we introduced to the 1st floor waiting area over 1 year ago has been a huge success . This facility is available for all patients if they wish to check their blood pressure. The machine will print the reading and we ask that patients write their details on the back of the printed result and put the reading in the pink box located at 1st floor reception so that it can be checked by a Clinician.

Over the last 3 months the surgery has handled:

- Handled 25,196 prescription requests.
- Handled 9,417 Patches requests.
- Delivered 2,110 GP Tele consults.
- Delivered 4,893 GP Face-to-face consultations
- Delivered 3,680 Nurse appointments
- Delivered 4,458 Phlebotomy appointments.

## Pharmacy First

By Andrew Gibbard

The Pharmacy First service forms part of the NHS delivery plan for recovering access to primary care and aims to position local pharmacies as the first point of contact for minor health concerns.

Under the scheme, community pharmacies can supply prescription-only medicines for seven common conditions. Together with expanding oral contraceptives and blood pressure services offered by pharmacies. Pharmacy First allows patients to share their health worries with local pharmacists who've been trained to thoroughly assess symptoms and provide reliable advice and treatments. The service starts on 31st January 2024.

The Service will cover :

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo Shingles
- Uncomplicated urinary tract infections in women.

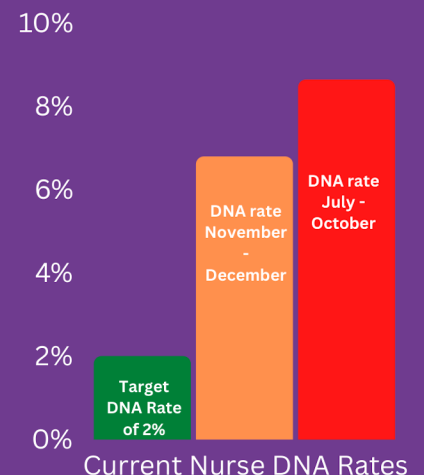
## DNA Rates - Are they a growing problem?

What is a DNA rate? DNA stands for "Did not attend" appointment. It is when an appointment has been made but either the patient does not attend the appointment or fails to inform the surgery that they are unable to attend meaning that the appointment goes to waste.


The reason we so passionate about reducing the rate of appointments that aren't attended is because it means we can offer that appointment to another patient. Currently the DNA rate for the GP's is a very respectable 1.9% where as with the Nurse appointments it was 6.8% in the last quarter.

### Why are the Nurse appointment DNA rate so high?

The DNA rate is so high because Nurse appointments are used for annual reviews. These appointments can be offered further in advance. That's why it is essential to ensure the surgery has your mobile telephone number so that we can send you a text message reminder the day before. If you are unable to attend please either reply to the text "cancel" to the reminder message that we send, or call the surgery on 0151 643 6700. Reducing the current Nurse DNA rate from 6.8% to 2% would have freed up another 60 hours of Nurse appointments that we could have offered to patients.



# Changes to your Enhanced Access service



✔ Evenings    ✔ Weekends    ✔ Bank holidays

**The practices of Brighter Birkenhead Primary Care Network are working together to improve access to primary care appointments above normal core hours.**

### What is Enhanced Access?

Enhanced Access offers pre bookable appointment on the weekend as well as increasing the number of urgent on the day appointments.

Extended Access to primary care was introduced by NHS England in 2016 to ensure everyone has easier and more convenient access to GP services. Including physical and digital appointments at evenings and weekends

### What can I expect from the Service?

Patients can expect an enhanced access service that is run by a team of dedicated professional staff ranging from experienced local clinicians such as GPs, Advanced Nurse Practitioners, Practice Nurses, and Clinical Pharmacists through to our helpful administration team. Furthermore, patients can expect a mixture of face-to-face and remote consultations ensuring the service is accessible to all.

### What is Changing?

Currently Extended Access appointments are delivered at your practice. The new model will see appointments from our designated Hub (St Catherine's Surgery). Patients will be able to book appointments the usual way via their GP Practice and, if they meet the criteria, will be offered an appointment.

### What are the hours?

Urgent on the day appointments:

Monday to Friday – 2pm to 8pm

Routine Appointments

Saturday – 9am to 5pm





## **Armed Forces veteran friendly accredited GP practice**

# **We are an Armed Forces veteran friendly accredited GP practice.**

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This means that, as part of the health commitments of the Armed Forces Covenant, we have a dedicated clinician who has a specialist knowledge of military related health conditions and veteran specific health services. This is important in helping ex-forces to get the best care and treatment.

**If you are ex-forces, please  
let your GP know to help  
ensure you are getting the  
best possible care.**

**To find out  
more, ask your  
nurse or GP.**