



PARK HOUSE *Patient* Newsletter

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June 2024

YOU HAVE FED BACK & WE HAVE LISTENED.

APPOINTMENTS

Since we launched our new system, the GPs have completed 2,251 face-to-face appointments and 3097 telephone calls over the last 67 days.

We have clinically triaged assessed and completed 4,658 econsultations, compared to our old model. That's an increase of around 638 patient contacts.

The system is not perfect and still needs to grow and improve, For that to be productive we want to really encourage patients to join our patient participation group. Without your constructive input we cannot make positive changes to help improve our service.

We have recently introduced feedback texts, post appointment and had just over 300 responses in the last two months. Thank you to everyone who has taken the time to do this so that we can improve our system. 92.4% of you said that you were happy with your overall experience at the practice.

So according to you, the patients, what are we doing right!

“Tough under pressure, every effort is made to accommodate patients”
“super efficient”

“It was a telephone appointment and extremely helpful”

“The service I received was first class with everyone involved.”

“Nurse Maxine was lovely and friendly it makes such a difference.”

“Quick response and saw Dr. same day who carried out a thorough examination.”

This doesn't mean we are running a perfect service! How have we listened to your constructive feedback?

Under the new system children under 16 were to be triaged via the Healthier together App. However many parents have written to us to explain that this app is great for acute queries but not routine or ongoing issues. Because of this, we have opened up e-consult again for under 16s.

We have had common feedback in regards to our Reception Team. More resources and time has been spent on training and supporting our staff. Over the next 3 months all of our reception staff will be going on care navigation training ran by Frimley ICB to help improve their knowledge and understanding of what has become a complex system. We have several new members of staff working in Reception and we do ask that you treat them with kindness and respect while they learn the ropes. If you feel the advice you have been given is wrong please do ask to speak to our Reception Supervisor.

We will shortly be introducing a feedback board in the waiting room so you can see what changes have been made.

SOME COMMON QUERIES WE GET ASKED:

I am still worried that the elderly and vulnerbale members of the community cannot access this system. How does the practice support them?

Anyone who is unable to do an econsultation themselves can call the practice within opening hours and one of our trained receptionist will fill in a consultation on their behalf. We encourage patients not to come in to do this as we cannot guarantee patient confidentiality within the reception area but if you as the patient are comfortable with this we have now changed our policy to allow this.

I am not IT savvy and I have been sent texts to submit data but I don't know how.

This is the most effcent way for us to gather data and help support our patients, but that doesn't mean it works for everyone. There are other ways to submit your data or response if you cannot navigate this system. You can drop a letter into the practice, you can email the surgery or alternatively come into the practice with your smart phone and if on site our Operations Assistant will pop down to show you how it works.

WELCOME IZZIE



Izzie is one of our new members of staff that we have employed to help improve capacity and access to the practice. She recently completed her Masters degree in Genetics and molecular cell biology. She will be training as a General Practice Assistant (GPA), under the support of Sasha and Dr Lancashire. What can a GPA do? A GPA is a hybrid role that completes clinical and clerical work within the practice. Izzie will work alongside our duty doctor, she is part of our new infection control champions team, she will do blood tests, NHS health checks, Diabetic reviews, INRs and much more.

NHS APP

Have you signed up to the NHS app yet? If you have, are you actively using it? The NHS App allows you to request your repeat prescription and also see when it has been authorised and sent to your local pharmacy, update your contact details, book certain appointments such as smears, NHS Health checks and blood tests, cancel your GP appointments, get medical help and advice when we are closed, access your health records, view your test results, manage hospital and secondary care appointments, manage your organ donation decisions and receive messages and updates from us! If you need help or guidance on how to register for the NHS App [click here](#) or alternatively there are some helpful leaflets attached. Still stuck? Why not email into the surgery and we can arrange a time for one of our administration staff to come down and help you set it up.



NHS HEALTH CHECK

Helping you prevent

diabetes

heart disease

kidney disease

stroke & dementia

Want to book an appointment for a Health Check? As long as you're eligible this can be done via the NHS app or calling our helpful reception team.

Over the last 3 months we had 74 patients DNA their GP appointments.

NHS HEALTH CHECK

Have you had your NHS health check yet? Not sure if you're eligible?

If you're between the ages of 40 to 74 and do not have any pre-existing health conditions you can have a health check every 5 years.

The appointment is with one of our HCAs and lasts around 20 minutes. In this appointment they will calculate your BMI, check your blood pressure and do a blood test. They will ask you lifestyle questions and then in around a week's time you will be contacted with the results and be sent a helpful leaflet outlining how you can improve your health. For more information you can go to <https://www.nhs.uk/conditions/nhs-health-check/>

We understand that last minute disasters occur but please let us know if you cannot make it.

Can everyone use all of these services?

Not yet. The services you can access will vary depending on the services offered by your GP practice.

To use some services, you will need to verify your identity. You only need to do this once. You can learn more about how to register and verify your identity in a separate leaflet: 'Getting started with the NHS App'.

Or you can get help on our website: nhs.uk/helpmeapp

Your data and permissions

The NHS App does not store any patient data. It lets you view your health information held by your GP and other healthcare professionals.

Help and support

If you have any problems using the NHS App, you can:

- go to 'Help' in the top right-hand corner of the app. You will get help related to the feature you are using
- visit nhs.uk/helpmeapp, or scan here



To download the NHS App, scan here



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v2.06/23

Do more with the NHS App!



Guide 1

What is the NHS App?

The NHS App is owned and run by the NHS. It can be accessed by anyone aged 13 and over registered with an NHS GP surgery in England or Isle of Man.

Once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

It doesn't replace existing services. You can still contact your GP surgery in the usual ways.

What does the NHS App do?

Your health

- **view your GP health record**
view your medical history, test results, allergies, and medicines
- **register your organ donation decision**
choose to donate some or all of your organs and check your registered decision
- **take part in health research**
register with Be Part of Research to help us provide better care and treatment

Prescriptions

- **order repeat prescriptions**
request repeat prescriptions without having to contact your GP surgery
- **nominate a pharmacy**
choose a pharmacy where your prescriptions will be sent to

Appointments

- **book appointments with your GP Surgery**
book, view and cancel appointments
- **book and manage hospital appointments in one place**
you can choose your treatment provider from a list provided by your GP/referrer, and see information on most of them, including who to contact, waiting times, distance and booking details
- **manage vaccination appointments**
book, amend or cancel vaccination appointments

Send and receive messages

- **contact your GP surgery**
request care from your GP surgery using an online form
- **receive messages and notifications**
view messages from your GP surgery and get notifications through your phone or tablet

Help someone else

- **linked profiles**
access the health records, appointments and prescriptions of people you care for (including children) – or get help from someone you trust

Advice and information

- **search symptoms, conditions, and treatments**
use the health A-Z to check symptoms and treatments, and get advice on what to do next
- **get health advice through 111 online**
check if you need urgent help and find out what to do next
- **find NHS services**
search for services near you
- **check your NHS number**
check your NHS number and manage your contact details within the NHS App

What to do if you do not have photo ID

Each GP surgery creates an online account for patients on their local computer system.

You can use the following details from that account to prove who you are:

- the ODS code of your GP surgery
- the account ID
- a linkage key or a passphrase

Your GP surgery should give these details to you in a 'PIN document'. The linkage key or passphrase will expire 2 weeks after it is printed.

When you have the PIN document, follow these steps in the NHS App:

1. Select **How to prove who you are without photo ID**
2. Select **Yes - I use online services**
3. Select **Yes - I have all 3 details**
4. Enter your ODS code, account ID, and linkage key or passphrase
5. Enter your full name and date of birth

Logging in to the NHS App

1. Enter your email address and select **Continue**.
2. Enter the password you created when you registered on the app.

Help and support - For help getting set up on the NHS App visit: www.nhs.uk/nhs-app-get-started or scan here →



 To download the NHS App, scan here



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Getting started with the NHS App

Step-by-step instructions for patients



Guide 2

How to register and get full use of NHS App services

Installing the app

1. Open the App Store or Google Play.
2. Search for 'NHS App'.
3. Install the app.

Registering

If you already have an NHS login account for other apps and websites you can use the same email address and password to log in.

To create an NHS login account, you must be aged 13 or over, and have an email address and phone number:

1. Enter your email address and select **Continue**.
2. Choose a password.
3. Accept the NHS login terms and conditions.

4. We will email you a security code. Enter this code in the NHS App to confirm your email address.
5. Enter your mobile phone number and select **Continue**.
6. We will send you another security code in a text message. Enter this code in the NHS App to confirm your mobile phone number.
7. If you have entered the correct codes, you can access the NHS App.

You will now have an NHS login.

Proving who you are

You will need to prove who you are to access other services like seeing your GP health record and other personal information.

Use photo ID to prove who you are

You will need a form of photo ID such as a valid UK passport or UK driving licence.

You have two options.

Option 1 - Complete a face scan

Through the NHS App, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone.
2. Complete an automated scan of your face using your mobile phone. This will be used to match your face with the photo ID.
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.

Option 2 – Take a video

Through the NHS App, NHS login will guide you on how to:

1. Take a photo of your ID with your mobile phone.
2. Record a short video of your face and say 4 randomly generated numbers (you can also use British Sign Language or write the numbers down and show them in the video).
3. Enter your date of birth.
4. Enter your NHS number or your name and postcode.

When you have completed these steps, your identity should be confirmed within a few hours.