

Coastal Medical Partnership



In Conjunction With Your Patient Participation Group

Autumn Winter 21/22

The Patient participation group (PPG) is pleased to inform you about the following developments at your surgery which will support you, our patients, in these challenging times.

Increasing resources and expertise in our surgeries

We know that demand is rising exponentially for GP services nationally. Over the last 3 months your surgeries have carried out 54,671 appointments – that is 841 per day, or 1.6 appointments for every patient on our list. This is 34% more than the previous year. Yet they are still extremely stretched in all areas.

In order to support this rise in demand, they are now employing more staff than ever to match the rising demand seen across all GP services nationally. This includes increasing reception, admin and GP numbers, but also employing new services within the surgeries, many of which have already started.

These staff can free up GP time allowing them to see the more complex patients. They also have a high level of expertise in these areas that will improve your outcomes.

They include:

- First Contact Physiotherapists, who can help you with joint and bone complaints
- Pharmacists and Pharmacy Technicians, to support medication queries, reviews, and optimising prescriptions
- A Care Home Assessment Team, which includes GPs, a frailty practitioner, nurse and admin time, to support care homes (of which we have the highest number in Hampshire)
- A Paramedic and Physicians Associate, to support the 'Urgent care' and 'Visiting' services
- Mental Health Team, to support the rise in patients presenting with issues in this area
- A Health Coach, who can support patients individually with lifestyle changes, or in groups with, for example, dietary planning

Improving access to our services

Face to face appointments: Throughout the pandemic, the surgeries have always seen patients face to face who needed to be seen, following an initial telephone call. They are now looking at ways they can increase numbers of face to face appointments, where beneficial, without losing all the advantages of being able to provide more appointments by using telephone calls that can so often sort out problems effectively and efficiently.

Telephones: The surgeries have listened to feedback on the current telephone system and as a result they will be renewing this in January 2022. The new service will be more reliable, provides queue positions and also phone waiting times for each caller.

Website: The new website, www.coastalmedicalpartnership.nhs.uk continues to develop. They are investigating more effective methods of patients contacting us, rather than using emails. This could be via electronic forms that go directly through to your surgery.

How can you help?

GPs and nurses are a finite resource. There are a multitude of other available professionals who can support you, both within and outside the practice. In order to facilitate this effectively:

Work with the Reception Teams

Please remember they are here to help, and to signpost you to the most appropriate service. Please be open to this, and in order to do so you will be asked the nature of your request. Please also be patient and polite to them, as they are doing all they can under ever increasing demand.

Use the right service

There are other services that may be more appropriate to help you. Please see the guide overleaf to help you decide which one is right for your situation, or visit the following site for more detailed information on services local to you (including where they are situated in our area):

<https://www.hampshiresouthamptonandisleofwightccg.nhs.uk/your-health/your-local-services>

Thank you for taking the time to read this. We, the PPG, meet with the surgery, normally on a monthly basis, to support, discuss developments, and provide patient feedback. It is a really positive way to support your local surgery, and if you are keen to find out more about joining, please email:

matt.perkins@nhs.net

Use the Right Service



Self Care
Care for
yourself at
home

Minor cuts & grazes
Minor bruises
Minor sprains
Coughs and colds



Pharmacy
Local expert
advice

Minor illnesses
Headaches
Stomach upsets
Bites & stings



NHS 111
Non-emergency
help

Feeling unwell?
Unsure?
Anxious?
Need help?



GP Advice
Out of hours:
Call 111

Persistent symptoms
Chronic pain
Long term conditions
New prescriptions



UTCs
Urgent
Treatment
Centres

Breaks & sprains
X-rays
Cuts & grazes
Fever & rashes



A&E or 999
For
emergencies
only

Choking
Chest pain
Blacking out
Serious blood loss