

PPG QUARTERLY NEWSLETTER No.6

June/July 2024

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Midway Surgery's fundraiser for Rennie Grove Hospice Care

The Midway Movers are on the move again in the Chilterns 3 Peak challenge



Several staff will be taking on the Rennie Grove Peace Chilterns 3 Peak challenge on 8th September in the hope of raising as much money as possible for the hospice. Working closely with Rennie Grove, we appreciate their 24-hour support for our patients who need their services.

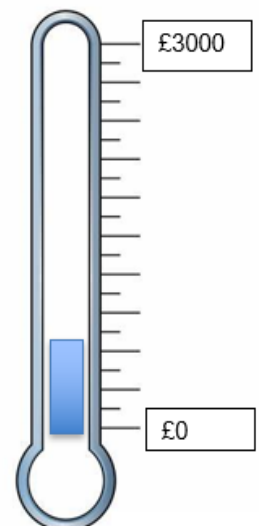
The walk will be in memory of David Spurway, who fought bravely but lost his battle with cancer. His wife, Beverley, retired as a Midway colleague this year, however worked tirelessly with us for 17 years and will be our team champion for the walk.



If you would like to participate, sign up here:
<https://renniegrovepeace.org/get-involved/fundraising-events/whats-on/chilterns-3-peaks/>

If you can donate, please visit the website or scan the QR code
<https://www.justgiving.com/page/midway-surgery-chilterns-challenge>

GOAL!



The NHS App

The NHS app started development towards the end of 2017. It was developed in order to make primary care more accessible by bringing essential GP services to patients' mobile devices and personal computers.

Since its inception, the NHS App has evolved into a services and information powerhouse rivalling and surpassing other market leading solutions.

We therefore highly recommend that you install the NHS App.

The NHS App now offers access to the following services from your mobile device:

- 🌀 View and request repeat prescriptions - You can change your nominated pharmacy at any time from within the app!
- 🌀 View the status of your prescriptions orders.
- 🌀 Check if you need urgent medical help using the 111 online service.
- 🌀 Find NHS services near you - Not sure where your nearest service provider is? The handy search tool will help you find the nearest provider by category such as Dentist, Pharmacy, Pregnancy services and more.
- 🌀 View your GP health record - As of October 2023, patients have access to all areas of their medical record which were added/updated after the above date. This includes test results, consultations, documents and more.
- 🌀 Upcoming and past appointments - Does not only apply to your GP but will show future and past appointments for any NHS service which offer this feature, such as hospital appointments.
- 🌀 Messages – All messages we, and other NHS organisations, send to you with regards to your care are now sent to your NHS App. This way you can be confident that the messages sent to you are genuine and safe to open and action. It is imperative that you enable notifications for the NHS App on your mobile device. If messages are not read via the NHS App or if you did not enable notifications, they will be sent to you via SMS.
- 🌀 Contact us regarding an administrative task or a medical concern – Avoid having to queue in the surgery or on the phone. Fill in and submit an electronic survey. A staff member will contact you once the survey has been reviewed.
- 🌀 And much, much more!

Install the NHS app today, from your preferred application store, and start benefitting from having access to primary care services at the palm of your hand!!

[NHS App from Apple Store](#)

[NHS App from Google Play](#)

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All in a day's work

Here are some statistics for the work we do – the figures are for January to June 2024

Available Appointments 34,677
Booked Appointments 32,237



93.0%

Utilisation

Available Appointments 20,652
Booked Appointments 18,902



91.5%

Face to Face

Available Appointments 13,860
Booked Appointments 13,170



95.0%

Telephone

Booked Appointments 32,237
Cancellations 3,008



9.3%

Booked Appointments 32,237
Did not arrive 483



1.5%

New Registrations

441



Have you heard?

NHS England has launched a [website](#) allowing people to find and apply for health-related volunteering opportunities in their area. This single 'front door' to volunteering across healthcare makes it easier for people to learn about volunteering, give their time and enjoy the benefits volunteering provides.

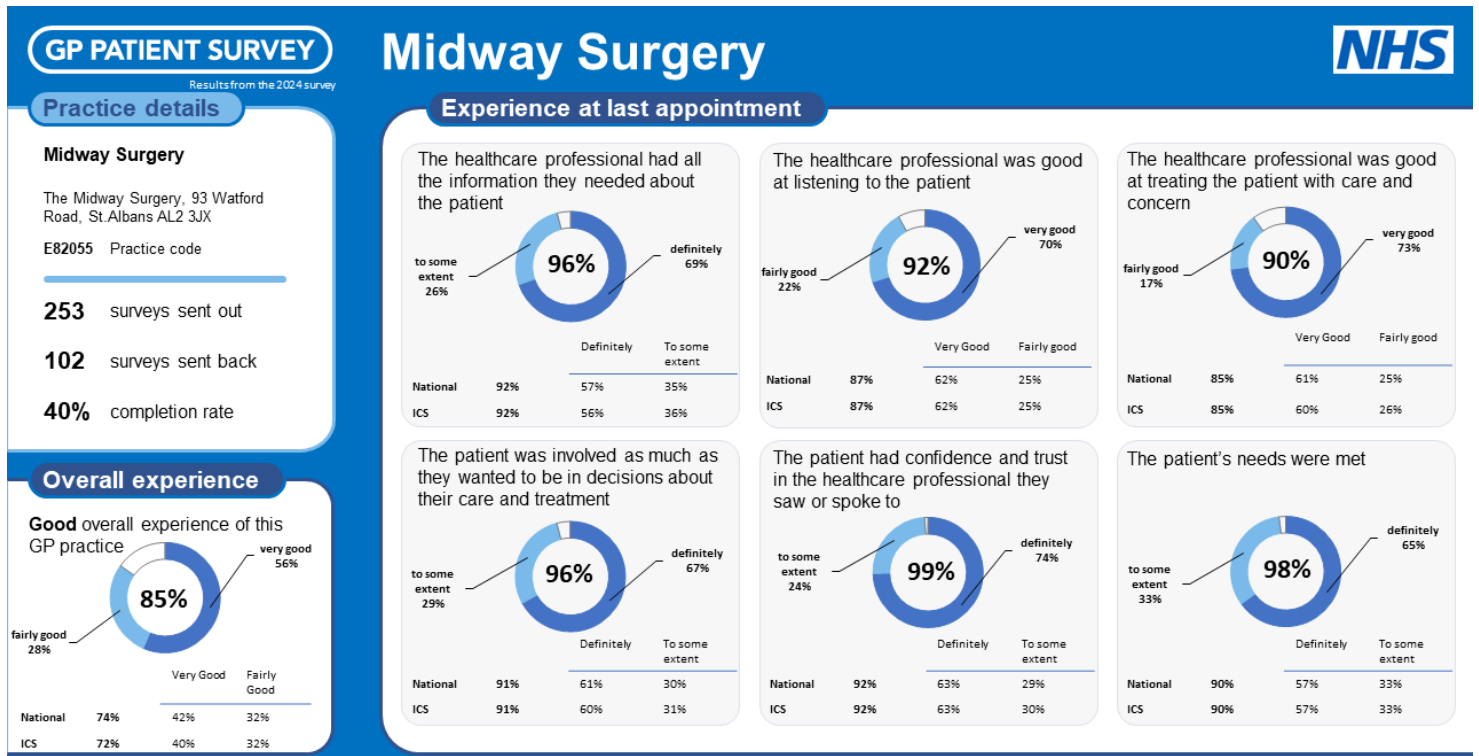
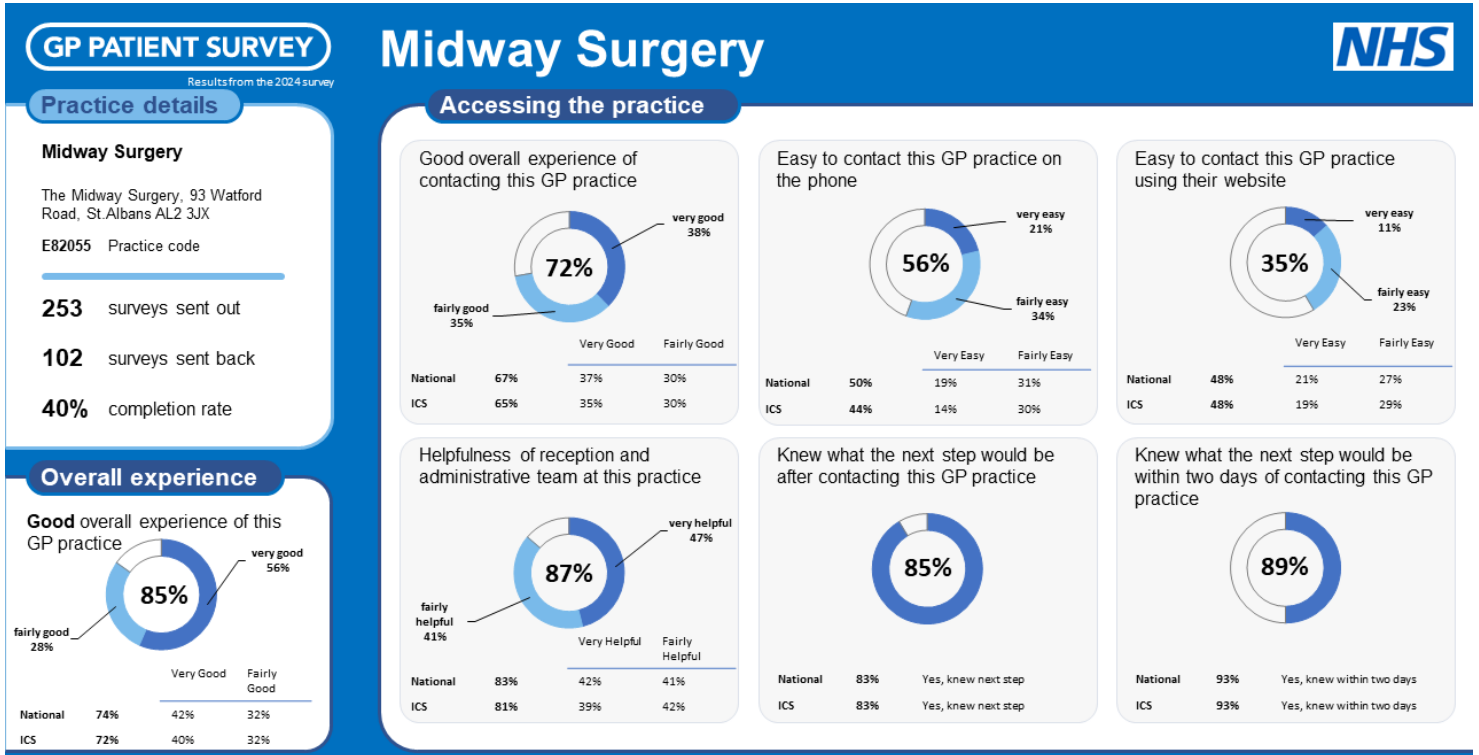
It's free and easy to use, designed to high accessibility standards and shaped by extensive user research. Applying for roles takes only a few minutes.

Visit - www.england.nhs.uk/get-involved/get-involved/volunteering/

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The NHS GP Patient Survey

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people registered with GP practices in England. The results show how people feel about their GP practice. Below are the latest results we received for Midway Surgery :-



Have your say



At Midway Surgery we encourage our patients to provide us with feedback so we can do our best to improve our services and the care our patients receive from us. One of the ways to provide us with feedback is using the Friends & Family Test survey which is available [on our website](#), in the post appointment text message and in paper form at our reception. The written comments are monitored weekly so we can praise our staff when they do well and identify areas where we can improve.

We recently did some analysis on a large number of written comments, submitted through the Friends & Family Test survey, and found that although the vast majority of patients are very happy with Midway Surgery (85% of comments rated us as “Very Good”), one subject which attracted most negative comments was - waiting on the phone when calling the surgery (76% of comments about phone queuing rated us as either “Poor” or “Vey poor”).

We appreciate that it can be very frustrating, having to queue on the phone when trying to call us. Midway strive to have as many staff as possible available during our busiest times. We have a couple of solutions to help our patients get in touch with us without having to queue unnecessarily.

- 🌀 **eConsult** – you can find [this interactive tool](#) on our website. eConsult can be used for all our services but is especially handy if you have an administrative task to complete. It is very similar to sending us an email, only the information is gathered in such a way that our team can quickly and easily deal with the query.
- 🌀 **Call back** – when in our phone system’s queue, you will be offered a call back service. This means that your place in the queue is retained while you are off the phone. Our system will automatically call you, at the number you were calling from, when you are nearer the front of the queue, leaving you free to get on with your day.

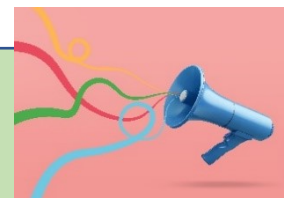
Please also remember that you may be able to receive the care you need by visiting your local pharmacy and/or by calling NHS 111. You can read more about “[Why you don’t always need to see your GP](#)” by clicking on the link.

Have you heard?

... About New Leaf College?

New Leaf Recovery and Wellbeing College embraces the recovery approach, based on the principles of individual strength, co-production, choice, hope, opportunity and self-management. This concept is an educational paradigm that promotes strengths and supports people to move from the role of ‘patient’ to ‘student’ or ‘teacher’. To find out more visit the college’s website -

<https://www.newleafcollege.co.uk/>



Think Pharmacy First

Going to your local pharmacy offers an easy and convenient way to get clinical advice on minor health concerns, and now community pharmacies can offer treatment for seven common conditions without patients needing to see a GP, as part of a major transformation in the way the NHS delivers care.

Highly trained pharmacists at more than nine in ten pharmacies can now assess and treat patients for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women aged 16-64 — without the need for a GP appointment or prescription.

Community pharmacy teams are highly-skilled, qualified health professionals who have the right clinical training to give people the health advice they need. Patients don't need an appointment and private consultation rooms are available. Pharmacy teams can also signpost to other relevant local services where necessary.

Pharmacists have always helped patients, families and carers in their communities stay healthy and are well placed to offer treatment for health conditions. By expanding the services community pharmacies offer, the NHS is aiming to free up GP appointments and give people more choice in how and where they access care.

Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team.

For more information, visit nhs.uk/thinkpharmacyfirst

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Are you finding our quarterly newsletter useful?

If you can spare a few minutes and would like to have a say, please follow the link to [complete a short survey](#) which will help us tailor future releases to our audience. Many thanks in advance from all of us at Midway.