



Chineham Medical Practice Newsletter

Issue 11: Autumn November 2020

Practice Team News



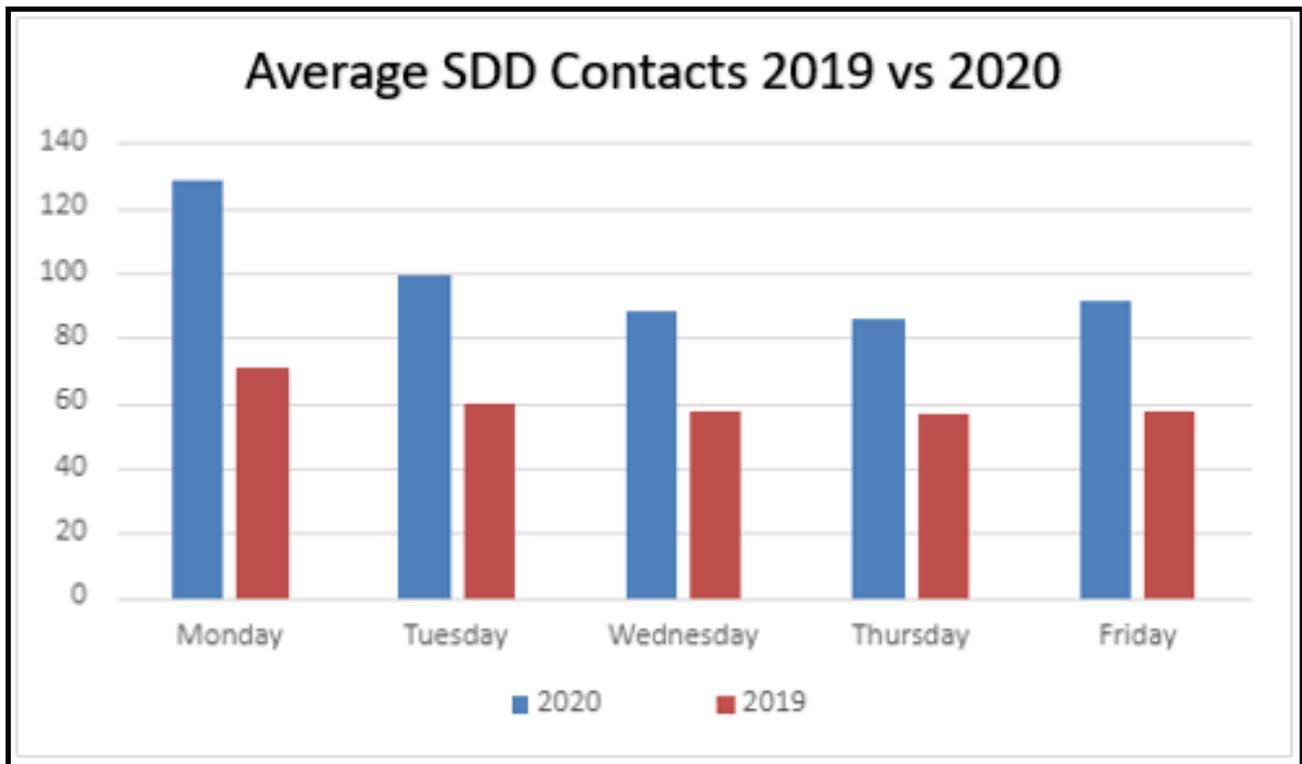
Welcome to the Autumn 2020 edition of the Chineham Medical Practice newsletter. If you have any suggestions on what you would like to see in the newsletter, please contact one of the receptionists or alternatively for more information and news please visit the surgery website at <http://www.chinehamsurgery.co.uk/>

COVID-19

We would very much like to thank our patients for their flexibility and understanding as we adapt to new ways of working as a result of Covid-19. We thought it might be useful to share some of the measures that we are taking to provide the best possible service and to suggest some ways that you can help us to help you.

The practice has been extremely busy lately. In September alone, the practice answered almost 10,000 phone calls with an average response time of under 3 minutes!

The chart below compares September 2019 to September 2020 usage of the Same Day Doctor (SDD) Service.



We have made a number of changes to manage this dramatic increase in demand:

- Firstly, we have added an additional doctor to the duty team each day in both the morning and the afternoon. At the same time, we have retained as many routine appointments as possible. These are currently at 75% of pre-COVID-19 levels.
- Secondly, we have recruited new staff to bring valuable additional skills to the team. These include social prescribers, mental health workers, community nurses and physiotherapists.
- Lastly, we are planning to build a new website that will provide better information and signposting and will make it easier to interact with the practice.

We hope these changes will prove beneficial. Please continue to read on to see how you can help!

How can you help?

Please consider using the e-consult service that can be accessed through our website. You will get a quick response from the appropriate member of the team. Equally, do make use of your community pharmacists who have considerable expertise in a range of minor illnesses. Finally, please be patient and be kind to our reception team. We are all doing everything we can to provide the best possible care in difficult circumstances.

We also want to stress that we continue to offer face to face appointments whenever these are clinically necessary. One of the learning points from the current pandemic is that the 'triage' system can be very helpful as we can often meet the needs of patients without seeing them in person, thereby saving them time and the inconvenience of visiting the practice.

New Premises

As you will know, our current site is not ideal, in many respects. It is already basically at its limits and cannot be extended, it is dated, it is not easily accessible for many of you, and it does not allow us to develop a more modern way of working on your behalf. In short, we need to explore options which would give you – and our staff, too – a better experience in the future. We are doing exactly that.

We have begun discussions regarding the possibility of us moving the very short distance to a site on the new Chineham District Centre re-development. It is important to stress that absolutely nothing is decided, and that discussions are at an incredibly early stage. But we could not let such a potential opportunity pass by without at least exploring it properly, because it may offer us the chance to give you a better service, and better premises. We will let you know when we have more news to report.

Primary Care Network



We are part of Whitewater Loddon Primary Care Network. This brings together three practices (Chineham plus Clift and Whitewater Health) who are now recruiting a range of additional staff. This will increase capacity within practices and allow patients to have support that is more appropriate to their condition or situation. The new roles include physiotherapists, mental health advisers and social prescribers.

Social Prescribing

Social prescribing is an important part of supporting people to be more independent in keeping safe and well. Social prescribing gives us the ability to refer people who need support in the community to a link worker. Link workers give people time to focus on 'what matters' to them. By working in this way the link worker will connect people to community groups and services for practical and emotional support. Between March and September, within our Primary Care Network, the Social Prescribing support dealt with the following:

- 633 New cases - 619 have been accepted
- 66 days on average spent with each open case
- 1,294 Emotional support phone calls made
- 513 Tasks - This includes Shopping, Prescription collections and welfare calls

If you would like to know more about Social prescribing please refer to NHS England website - <https://www.england.nhs.uk/personalisedcare/social-prescribing/>

Contact Us

If you need to make an appointment or speak to a doctor or nurse, please contact us on **01256 479244**.

You can also make a routine appointment for an adult using the online booking service. Ask our receptionists for more information.



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