



## Patient News – April 2024



Reflection from  
Dr Anil Shah

**GP Principal | Clinical Director**

*We are now at the start of the NHS contract year and once again the media has been dominated by articles relating to the NHS and the continuous scrutiny of Primary Care.*

*Funding to Primary Care for 2024-25 has been increased by 2% which in itself presents a challenge with many other costs rising significantly. The National Living wage increase alone has seen a 10% hike and we are proud to be paying a minimum circa 5% above this for our Admin roles but of course this comes at a cost.*

*There is a continued focus on Patient Access and I am really pleased to share some encouraging feedback in the Newsletter about our service.*

*There has been a great deal of press also about the Physician Associate role (PA's) and I wanted to reassure you of their key role within our Practices and they are very much part of clinical team.*

*Dr Anil Shah*

## Physician Associate Role (PA's)

There has been some unfair and negative press recently with regards to the Physician Associate role in General Practice.

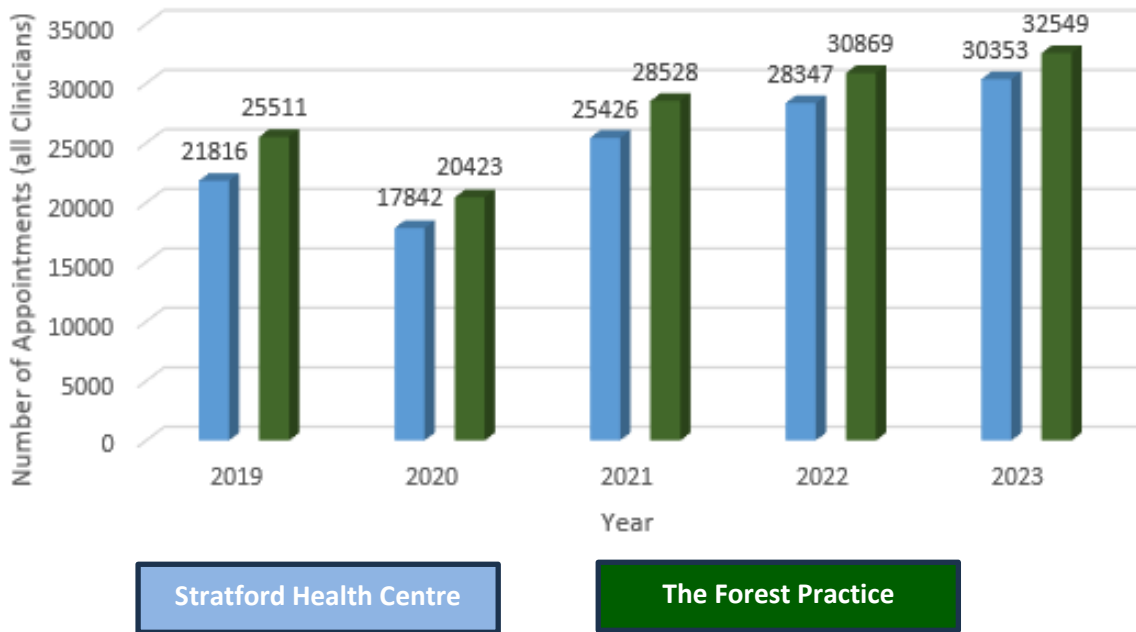
In a letter to all GP Practices and PCN Clinical Directors published on 27<sup>th</sup> March 2024, the National Medical Director for NHS England, Professor Sir Stephen Powis, described the PA role as

*“...An integral part of the multi-disciplinary team and provide valuable support to patients and clinicians. The NHS Long Term Workforce Plan commits to growing these roles alongside recruiting and training more doctors, nurses, allied health and other professionals, ensuring every team member can contribute their skills, experience and education...”*

PA's have been a key part of our clinical team for several years and clear guidance is in place with regards to their scope of work, auditing, monitoring and supervision.

We encourage peer support and regular peer reviews to support continuous learning and education.

## Number of Active Appointments 5 Year Trend



## We are offering you more appointments

Both Stratford Health Centre and The Forest Practices have continued to offer more appointments year on year ensuring greater access to our services for our patients. 2023 saw a 7% increase in available appointments at Stratford and a 5.4% increase at The Forest Practice. Since the challenges of Covid at its peak in 2020, you will see a continued trend of better appointment availability for the last 3 years

There remains an emphasis on patient choice for either a telephone or face to face

## Additional Access - **Pharmacy First**

The NHS Pharmacy first service launched on 31<sup>st</sup> January 2024 and 95% of pharmacies have signed up to the scheme. The new service is designed to enable Pharmacists to complete episodes of care for patients without the need for the patient to visit their GP.

The Pharmacy First service builds on the previous Community Pharmacy Consultation Service (CPCS) by enabling community pharmacies to manage patients for seven common conditions.

**Pharmacists are able to supply prescription only medicines, including antibiotics and antivirals where clinically appropriate, to treat seven common health conditions without the need to visit a GP**

**The 7 Additional health conditions that are now supported by PHARMACY FIRST  
In addition to a host of minor acute ailments**

Clinical pathway	Age range
Acute Otitis Media*	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years

**Our Primary Care Network has seen one of the best take up rates in North East London which in turns free up additional appointments for more complex needs**

**Pharmacy First Referrals – (Previously CPCS)**

Referrals Made

**Jun 22 – Mar 23**

<b>Stratford Health Centre</b>	<b>1012</b>
<b>The Forest Practice</b>	<b>842</b>

**April 23 – Mar 24**

<b>Stratford Health Centre</b>	<b>3339</b>
<b>The Forest Practice</b>	<b>1996</b>

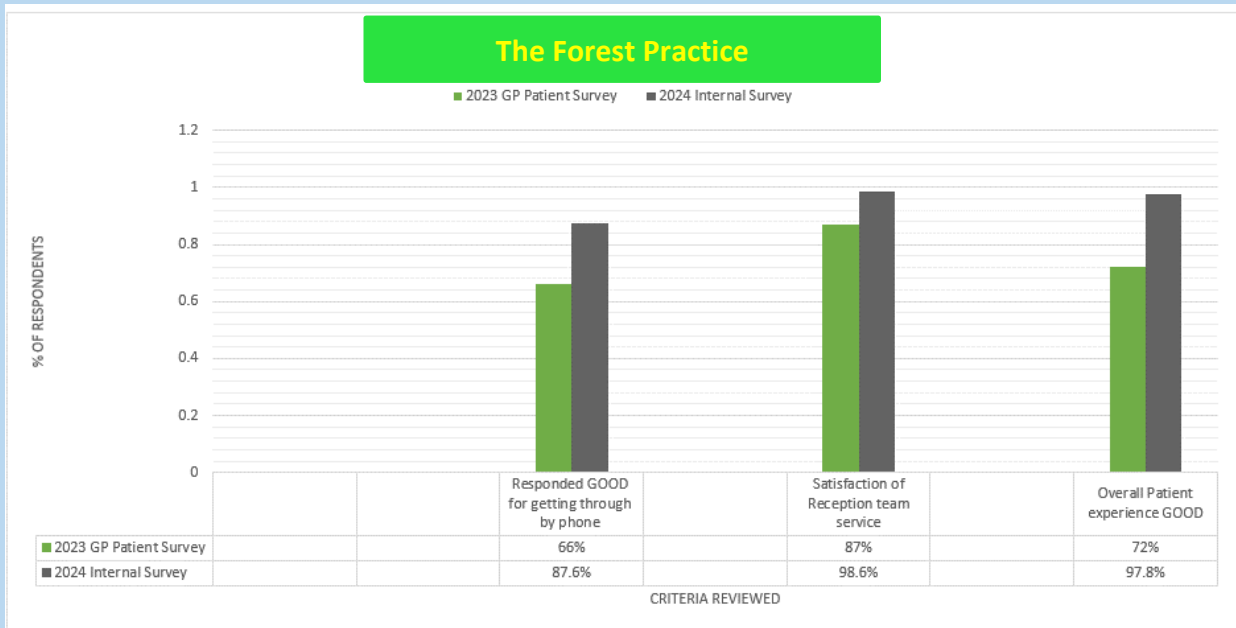
**Stratford Health Centre** saw a **229%** increase in uptake compared to the previous year

**The Forest Practice** saw a **137%** increase

**This has resulted in a significant positive impact on Patient Access with circa 400 clinical sessions added back to the practices allowing additional appointment availability for patients with more complex needs**

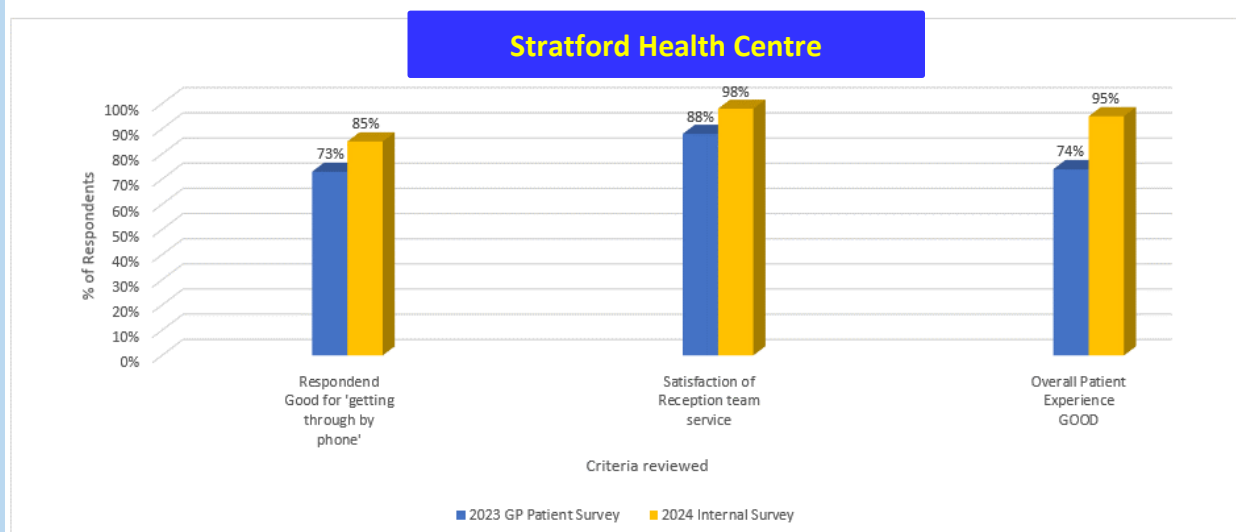
# Internal Patient Survey January 2024

As part of our PCN Contract, we were required to carry out an internal patient survey in each Practice with a minimum sample of 125 Patients – Our focus was ‘Patient experience’ and we saw some encouraging results and compared these to our 2023 National GP Patient Survey results



- ✓ 22% improvement in ease of getting through to the Practice by phone
- ✓ 11% improvement in satisfaction of our Reception Team
- ✓ 25% improvement in ‘Overall Experience’

## Key Trends



- ✓ 12% improvement in ease of getting through to the Practice by phone
- ✓ 10% improvement in satisfaction of our Reception Team
- ✓ 21% improvement in ‘Overall Experience’

# get **U** better

Back

Leg

Neck

Shoulder

Elbow



Hip

Knee

Ankle

Sprains

Strains

## getUBetter MSK Self-Management App

### Do you have a joint or muscle problem?

Please use the FREE getUBetter app designed and written by your local clinicians in North East London.

It offers local? tips, advice, and exercises tailored to you and your stage of recovery.

- Instant access
- Easy to use
- Safe and effective

Your healthcare professionals cannot be with you 24/7, but getUBetter can.

### Why is self-care important?

Most musculoskeletal (MSK) injuries and conditions can be treated at home and get better without the need for a specialist appointment. getUBetter gives you the knowledge, skills, and confidence you need to improve your MSK health and lifestyle.

### What is getUBetter?

getUBetter is a safe and effective way to help you self-manage your injury or condition at home, work, and on the move.

### Who is getUBetter for?

Anyone 18 or over who needs help with a joint or muscle problem.

### What will I get?

- Instant and 24/7 access to a personalised programme
- Easy-to-follow self-progression exercises
- Daily tips and local guidance from day one
- Advice on where to seek help when needed
- Access to local treatments and services



Click above or type the link below in your browser to Register for the getUBetter App

<https://tinyurl.com/ktmu34pz>