

## Patient Group Meeting Update

- New online services portal - **KLINIK**
- Update on current pressures within local NHS
- Update for patients awaiting Secondary Care appointments
- Team Update
- COVID-19 vaccination programme update

- **New Online Services Portal - KLINIK**
  - We have been looking at a number of different online portals to help patients access the practice.
  - The online portal will always be in addition to telephone access, but we hope that many patients will feel comfortable using the system.
  - We have selected KLINIK as our online portal. KLINIK is well established in over 500 healthcare centres and with a user base of over 2 million patients.
  - KLINIK will enable patients to request support with medical concerns that help within 24 hours, allow patients to submit admin requests and enquiries, request sick notes and provide direct access referrals to some services.
  - KLINIK will be used both by patients and by practice staff to ensure that requests are dealt with the same way, however we are contacted.
  - KLINIK supports practices to work more effectively and more efficiently.
  - Established evidence supports a 30% reduction in incoming telephone calls.
  - The practice is currently working through our implementation plan and more detail will be shared as we progress – including the planned launch date.
  - The new service will be promoted by text message, Facebook and practice website.

- **Update on current pressures within local NHS**

- The NHS remains under considerable pressure with service demand and capacity issues over the Easter weekend very similar to peak winter demand.
- Hospitals are starting to catch up on some of their procedures but long waiting lists remain. Ambulance Trust and A&E departments are particularly busy and GP practices continue to experience very high levels of demand.
- Many healthcare providers are also experiencing higher levels of sickness absence and challenges with recruitment. Our sickness peaked at 12%, compared to up to 40% at other practices. All GP practices remain under considerable pressure at the moment and our team continue to work extremely hard to provide as much capacity as we can.
- Update on the level of demand we are currently supporting (each Monday):-

Patient Activity	Winter Peak	Spring Peak
Appointments	537	431
Prescription Requests	1040	997
Patient Results	499	401
Hospital Letters	474	519
Patient Tasks	882	921

- **Update for patients waiting for secondary care appointments**
  - The local helpline for patients waiting for a hospital appointment has now been replaced by:-

Patients are encouraged to use the new [NHS My Planned Care platform](#) that is available online and will provide direct access to the latest average wait time for appointments and operations for local hospitals, as well as helpful advice and support for patients whilst they wait.

NHS My Planned Care is updated weekly, is easy-to-use and has 'open access' which enables carers, friends, relatives to also access information on someone else's behalf.

Alternatively, patients who have already been in correspondence with hospitals regarding their planned care can also contact the relevant department or service. Details of which can be found on previous letters patients will have received or by contacting the hospital's Patient Advice and Liaison Service (PALS).

Patients are asked that they only call the GP practice if their condition has genuinely deteriorated, when you will be reviewed by one of the clinical team and appropriate action can be taken in regard to your care.

- Contact details for each of the main local Cambridgeshire hospitals are listed on our website
- **<https://www.grovemedicalpractice-stives.nhs.uk/patient-info/helpdesk-for-patients-waiting-for-hospital-appointments/>**

- **Team Update**

- **Dr John Caswell** has returned to practice to support our GP team. Dr Caswell was previously a GP Partner at the Old Exchange Surgery.
- Just recruited our second **Advanced Care Practitioner** to join our Duty Team. This will further boost our on same day capacity and release further routine GP appointment availability.
- **Jo Emmins** has joined the practice as our new Assistant Practice Manager.
- **Lottie Morey** and **Andreea Unwin** have joined as our new **Health & Wellbeing Coaches** and **Gail Higham** has joined as an additional **Social Prescriber Link Worker**.
- **Deborah Clay** has joined the practice as our new **Healthcare Assistant** alongside **Ayesha Mahmood**. **Charlotte Fowden** will also become a Healthcare Assistant on 1 May.
- **Jade** and **Jade (!)** have joined our Dispensary, **Ella** has joined our **Support Team**, **Georgia** and **Aeysha** have joined our Reception Teams.
- Currently recruiting for a new **Practice Nurse** and **two** new colleagues to join our **Reception Team**.

- **COVID-19 Vaccination Programme**
  - Practice is continuing to support the COVID-19 spring booster vaccination programme and is running the programme for our Primary Care Network.
  - Our clinic capacity is more limited due to continued pressures within primary care and all clinics are provided by ***additional staff*** or by GPs working at the weekend.
  - We are continuing to vaccinate housebound and care home patients.
  - We have started to invite eligible patients when we are allocated with vaccine and are able to provide a clinic (first clinics last weekend).
  - All eligible patients will receive a letter from the NHS inviting them to phone 119 and book their vaccination as it becomes due at one of the remaining larger vaccination centres.
  - These may not be as local as they have previously been.