

# Humber Primary Care Newsletter

Issue 2: November 2022

## Welcome to our newsletter



We're pleased to send you the second edition of our Humber Primary Care Newsletter.

As you know, the recent Practice merger in Bridlington has led to the newly formed Humber Primary Care Practice. This newsletter contains news, updates and wider primary care announcements from the Practice, which you can expect to receive on a quarterly basis.

We will also let you know of any upcoming events, or ways you can get involved in Trust activities and how you can make a positive impact at your Practice.

Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas and content you would like to see in a future edition. You can send these to [hnf-tr.communications@nhs.net](mailto:hnf-tr.communications@nhs.net).

We hope you enjoy this newsletter and look forward to the next copy in the Spring.

**Iqbal Hussain, GP Lead for the Community & Primary Care Division at Humber Teaching NHS Foundation Trust**

## Looking at our data

Every Quarter, we release what we call our GP Infographics, which aim to give you an insight into the goings on at your local Practice.

The latest infographics can be found on the right hand side of this page, and relate to the three month period between July and September 2022.

We hope you find these infographics insightful.

You can also find them on the Practice website here:

<https://www.humberprimarycare.nhs.uk/news/>

### HUMBER PRIMARY CARE

In the three months between July and September 2022, we have:

**14,754**  
ATTENDED  
APPOINTMENTS

**515**  
DID NOT ATTEND  
APPOINTMENTS

**145**  
NEW  
REGISTRATIONS

**19,975**  
PRESCRIPTIONS  
ISSUED

**361**  
HOME VISITS

**14,927**  
TOTAL PATIENTS  
REGISTERED

**274**  
ONLINE  
CONSULTATIONS



## Help us to help you

Earlier this year, the East Riding commissioning group launched a new campaign 'Help Us to Help You – Get the most out of your GP Practice'. The campaign aims to highlight some of the small things patients can do to get the most out of their GP Practice. It also outlines how patients can support their practice to relieve pressures and allow staff to deal with more enquiries.

The campaign process also included the creation of a 3-minute animation, that plays on screens throughout East Riding Practices, and which has been shortened into 9 clips to use on social media. Find out more: [www.helpyourdoctor.co.uk](http://www.helpyourdoctor.co.uk)

## Help us reduce wasted appointments

Please could we remind patients to help us help more people by cancelling any appointments you cannot make in advance. You can easily cancel your appointment using one of the following options:

1. Reply to the text message you would have received with confirmation of your appointment
2. Log into SystmOnline and choose to 'cancel the appointment'.
3. Log into the NHS App and choose to 'cancel the appointment'.
4. Telephone the Practice reception on 01262 425888.

## Visiting us

Due to the increase in Covid-19 cases locally, we have reinstated mask wearing in all clinical areas and in non-clinical areas that cannot maintain a 1 metre distance.

Patients and visitors must wear masks to access our Practice locations unless medically exempt.

Thank you for your cooperation.

## Choosing the right help at the right time

Sometimes, you may be unsure what to do when you're experiencing a medical concern.

Depending on your symptoms, your GP Practice may not be the most appropriate form of care that you need.

The Choose Well campaign is designed to help NHS patients understand the options available to them, and equip them with the information to choose the right help, at the right time.

Learn more about Choose Well in the East Riding, here: <https://www.eastridingofyorkshireccg.nhs.uk/choose>

**Feeling unwell? Choose the right service**

Service	Symptoms
 <b>Self-care</b>	Hangover. Grazed knee. Sore throat. Cough.
 <b>NHS 111</b>	Unsure? Confused? Need help?
 <b>Pharmacist</b>	Diarrhoea. Runny Nose. Painful cough. Headache.
 <b>GP (Doctor)</b>	Unwell. Vomiting. Ear pain. Back ache.
 <b>NHS Walk-in Services</b>	If you cannot get to the GP and it is not getting any better.
 <b>A&amp;E or 999</b>	Choking. Severe bleeding. Chest pain. Blacking out.

## Our Patient Participation Group (PPG)

Our PPG is a group of patients and GP practice staff who meet to discuss practice issues and patient experience to improve the service. The purpose of a PPG is to provide a means for patients to be more involved in the services they receive, to explore complaints and survey results, and to propose feedback for future developments and change.

Any registered member of the Practice can join the group, but there is a process to be followed if you wish to sign up. Please speak to a member of our team or visit this page on our website for more information:

<https://www.humberprimarycare.nhs.uk/contact/patient-participation-group/>

## Using online services to improve access

Did you know? Using your smartphone or tablet, you can download the NHS app or the Airmid app to book appointments, request prescriptions and see your medical records online.

First, you need to be signed up to online access with the surgery. When next visiting the surgery, please bring with you some ID and ask our reception for the online access form to complete.

## Be kind

At our Practice, we operate a Zero Tolerance Policy for harassment and abuse towards our staff.

We understand that some of you may feel that we are not working in the ways that you are used to, or would prefer, however, we are working in line with national guidance and our team are working exceptionally hard to deliver high standards of care to all our patients.

We would greatly appreciate if everyone could be mindful of this and treat our staff with kindness when working with us.



## Closure notice

**TRAINING DATES? CHRISTMAS AND NEW YEAR TIMES?**

## Receiving this newsletter

We listened to your feedback and opted for a digital focus when it comes to publishing and sharing our newsletter.

This is to ensure we only reach those who wish to receive it, and to minimise paper waste.

If you would like to raise an issue or query in relation to this, please email our Communications team via [hnf-tr.communications@nhs.net](mailto:hnf-tr.communications@nhs.net)

Thank you for taking the time to read our quarterly Practice Newsletter.

We hope you have found the information relevant and useful to you.

If you have any feedback, please feel free to email our Communications Team on

[hnf-tr.communications@nhs.net](mailto:hnf-tr.communications@nhs.net)