

Humber Primary Care Newsletter

Issue 3: February 2023

Welcome to our Practice Newsletter



We're pleased to send you another edition of the Market Weighton Practice Newsletter.

This contains Practice news, updates and wider primary care messages and announcements, which you can expect to

receive on a quarterly basis.

We will continue to 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.

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 October and December 2022.

We hope you find these infographics insightful.

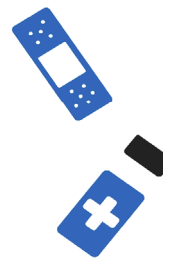
You can also find them on the Practice website here: <https://bit.ly/3zu2y09>

WE'RE WORKING HARD TO KEEP YOU WELL

HUMBER PRIMARY CARE

In the three months between October and December 2022, we have:

- **16,033**
ATTENDED APPOINTMENTS
- **669**
DID NOT ATTEND APPOINTMENTS
- **139**
NEW REGISTRATIONS
- **19,731**
PRESCRIPTIONS ISSUED
- **491**
HOME VISITS
- **14,874**
TOTAL PATIENTS REGISTERED
- **1,996**
ONLINE CONSULTATIONS



Go Digital with the NHS

We understand that not everyone feels confident when using digital options, but we want you to know what is available to you, should you be open to exploring new ways of accessing our GP service. By using services online, this will free up the phone lines and reduce the expected waiting times.

Our online services help you book appointments, order repeat prescriptions, arrange online consultations and view your medical record. Many patients find this more convenient than calling the Practice as it saves them time. To sign up, please contact our reception. You will need to provide proof of ID and something with your address on, such as a paper utility bill or bank statement. If you don't have these, please talk to us and we can discuss alternatives.

Engage Consult— an online portal that you can access via our website, to submit details about your current problems.

We have had a lot of success with our Engage Consult service, as patients find it beneficial to submit online any time instead of phoning between the Practice designated opening hours. We have created a step by step process for patients to follow below:

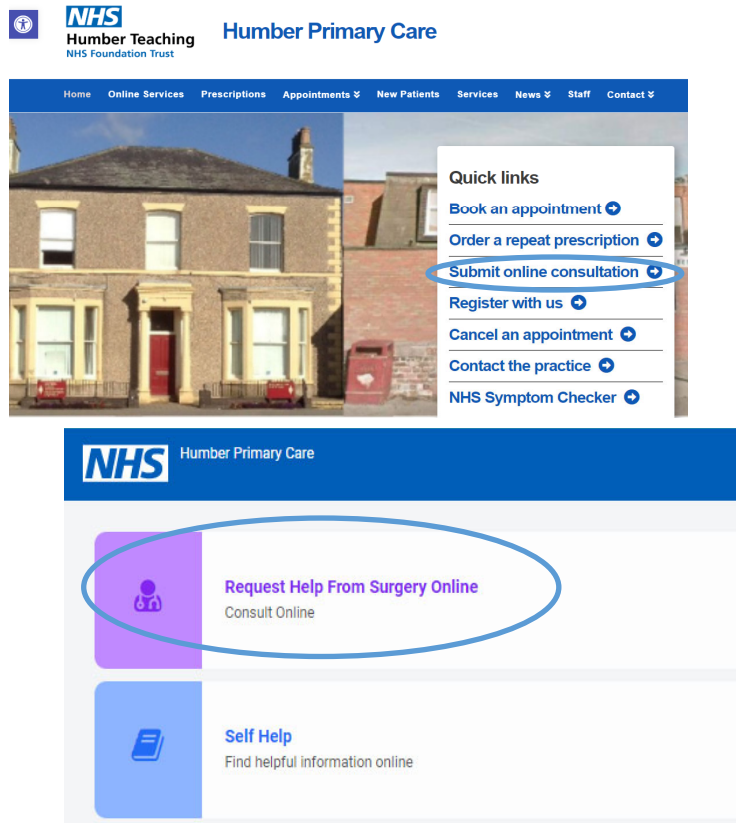
Step 1: Visit our website using this link:

[Home - Humber Primary Care](#)

Step 2: Select the quick link “Submit Online Consultation”

Step 3: Select the option “Request Help From Surgery Online.” You can either continue as a guest user, or create an account where you can return to your submitted information.

Step 4: Complete the consultation form with your correct contact details. Please try to include as much detail as possible about your medical concerns as this helps the medical practitioner decide what the best



Download the NHS App-an application that allows you to check your medical record, appointments, prescriptions and results.

We're pleased to see there has been significant increase in the uptake of the NHS App with our patients. The NHS App can help you do many things online. Including booking and managing appointments, accessing your medical records, and using the NHS Symptoms Checker. It can also provide Covid-19 advice and your Covid Pass. We acknowledge that the download process can be challenging. If you need additional support, you can pick up a guide leaflet from the Practice reception or speak to us for advice. You can also see full step-by-step instructions on the NHS website, here: [NHS account help and support - NHS \(www.nhs.uk\)](https://www.nhs.uk)

NHS 111 Online-an online service that is available 24/7 to access assistance in a non-urgent emergency

Did you know that you can access the 111 service online, as well as over the phone? You can use your computer, mobile or any other digital device to use the 111 websites, and to get help for your symptoms quickly and easily. You can access it here: <https://111.nhs.uk>

Important Information

Keeping Your Information Up to Date

Up to date information is required to keep patients safe. Please ensure your information is kept current with the correct contact number, address and next of kin details. Forms can be found on both reception desks to fill out these details. This allows us to be able to stay in touch with you and communicate important information when required.

Protected Time for Learning (PTL)

Our surgeries will be closed from 12 noon on Thursday 9th March and will reopen at 8:00AM the following day Friday 10th March as normal. Protected Time for Learning is essential to the smooth running of our practice, as it allows important training to take place for Staff.

Car Parking at Providence Place

A friendly reminder to put your car registration in the tablet at Providence Place if you are using our car-park. There are two tablets in surgery at either side of the Reception desk. They issue an electronic permit.



We are seeing an significant increased amount of abuse to our staff in primary care. We are all working very hard especially during the merge to help Patients receive the care they need.

We understand that patients have frustrations and fears around their own health though it doesn't help anyone if they are abusive. It affects everyone, though it is particularly unfair that frontline workers who are doing their absolute best take the brunt of this. We're all humans and need to do our bit to be reasonable and kind.

The whole of the NHS is experiencing unprecedented demand, including General Practice. We would like to work with our patients to ensure you get the right care at the right time. The first step in this journey is your GP receptionist and the more information you can provide about your query, given in a calm, polite manner, the sooner we can get you the care and treatment that you need.

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

Did you know you can book appointments and request medication online?



NHS App



Using your smart phone or tablet, you can download the NHS app or the airmid app and book appointments, request prescriptions and see your medical records online. You need to be signed up to online access with the surgery. Please complete the relevant forms from the surgery with ID to request this service.

Exciting News—CQC Rating

We are pleased to announce that Humber Primary Care has been rated 'Good' by the Quality Care Commission (QCC).

Whilst we are proud to maintain this achievement since the two separate Practices have merged last year, Humber Primary Care strives to continuously improve services for patients, and focus on areas of recommendation moving forwards.

You can read the latest report here:

[Humber Primary Care - Care Quality Commission \(cqc.org.uk\)](http://cqc.org.uk)

Inspected and rated

Good




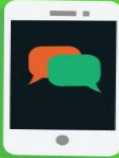
Choosing the right service

Sometimes, you may not need to speak to a care navigator. Depending on your symptoms, you can check which service may be best for you.

There is also a **Choose Well app** you can download to your smart phone or tablet to find health services closest to where you are. Visit the app store to download the app for Android or iOS operating systems.

NHS

Feeling unwell? Choose the right service

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

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