

# Patient Participation Group



## Humber Primary Care

# Newsletter

**Happy New Year and welcome to Humber Primary Care PPG January newsletter.**

As we enter a new year, I would like to update patients around Humber Primary Care as a practice.

In November of last year the practice underwent an inspection by the Care Quality Commission (CQC). The role of the CQC is to regulate services within all health and social care, and ensure the quality of services delivered to patients. This was the first inspection the practice has received since the merger of Manor House and Practice 2 last year, and can announce the practice received an overall rating of good.

The inspection highlighted the practice currently has a team of 7 GP's, 7 Advanced Clinical Practitioners, 4 Practice Nurses and 2 trainee Practice nurses with extended access provided and an out of hours service provided by NHS 111.

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

### Ratings

#### Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Requires Improvement 

Are services well-led?

Good 

\* Taken from publication @Humberprimarycare.nhs.uk

As the illustration shows, the current communication access has been identified, from both myself as the patient representative and the practice.

Since the inspection, meetings have taken place with the Practice manager, Service manager and the Community & Primary Care General Manager, who have identified a telephone system upgrade is needed and is currently ongoing, along with a recruitment of Administrative staff. I will endeavour to address this and update patients.

The publication of the CQC Inspection can be viewed in full on the Humber Primary Care website.

To follow this, I would like to reassure patients the PPG is working closely with the practice to help ease the communications issues. We are meeting regularly with the practice staff, members of Humber Teaching NHS Foundation Trust and the Primary Care Network (PCN) to keep up to date and informed of progress, and appreciate your continued patience.

The practice has recently hired new administrative staff, and are working towards upgrading the communication system.



Since our last newsletter, I can report the use of Engage Consult is on the rise, and is continuing to be an effective service to patients.

As we know there is currently a shortage of GP's nationally, which is why we are experiencing changes within our Primary care. We are being encouraged to use more digital options to seek help, as well as signposted to alternative professionals within our practice. Engage Consult is an ideal tool to assess our needs and efficiently signposting to relevant healthcare professionals and releasing GP appointments to those who need them.

**engageconsult** 

Engageconsult Allows patients to communicate securely and safely online with their practice about non-emergency medical conditions, admin questions or online video consultations.

It also offers 24/7 access to symptom-specific self-help information and easy access to other local NHS and self-care services.

#### HOW TO USE:

- Step One »** Visit your practices website and select the banner/link for engageconsult.
- Step Two »** Sign up to engageconsult using your personal details, you will only need to do this process once.
- Step Three »** Choose the most appropriate option, whether it will be to request help from the surgery or self-help.
- Step Four »** If you choose to consult about a medical problem, answer a series of simple questions about your symptoms.
- Step Five »** Upload any relevant pictures or documents as long as they follow the guidelines.
- Step Six »** Add any additional comments and press submit. You will receive an email to confirm you have submitted your request.
- Step Seven »** Await response from the surgery, however if your condition worsens seek alternative help.

**engage**  
HEALTH SYSTEMS

Click here to  
upload your  
QR code

You can tell  
us about your  
problem or ask us  
a question using  
your smartphone,  
tablet or PC.

**Scan to sign up!**

Safe and effective

**Online GP Services**

ASK THE PRACTICE A QUESTION »

ONLINE CONSULTATIONS »

24/7 NHS SELF-CARE ADVICE »

**CLICK HERE**

You can access Engage Consult by clicking the link - [Engage Consult](#)

is also accessible via the practice website - [humberprimarycare.nhs.uk](http://humberprimarycare.nhs.uk)

On the homepage click - Submit Online Consultation.

You can also order repeat prescriptions and cancel appointments via the homepage.

# PPG Drop In

Following feedback from patients, we understand how daunting using digital services can be, however with a little one to one support, many have stated how they are more likely to now use the services available.

For support and guidance on using the NHS app, Engage consult or just a chat about your experiences within the practice PPG members are offering 'drop in' sessions for the next few weeks.

**Monday's ~ 9am-10.30am at Manor House site**

**Friday's ~ 9am-10.30am at Practice 2 site**

These will be available from Monday 23rd January until Friday 24th February 2023.



## Did you know...

As we enter the new year, and an era of taking more responsibility for our own health, **East Riding Leisure** have Healthier Leisure Programmes available.

Programmes to help guide and support people with weight management, nutritional advice and personal exercise routine to get you on the right track, and are free with a referral from your healthcare professional.

- **Young Live Well**
- **Live Well**
- **Get fit for Operations**

Are funded programmes, for more information or check eligibility click on the link - [Healthier Leisure Programmes](#)

Also available are;

- **Escape Pain programme**
- **Cardiac Rehabilitation**
- **Exercise Referral**

With these programmes available there is no better time to take back control of your health and wellbeing.

To close, a word from the Chair;

It has been a very busy few weeks in terms of Primary care in Bridlington, I aspire to continue working towards supporting patients on a positive experience within the practice, and guidance on how we can help ourselves during these times of change.

I look forward to meeting you at the Drop In sessions, or listening to feedback via our email address  
~ [ppg.humberprimarycare@gmail.com](mailto:ppg.humberprimarycare@gmail.com)

Many thanks, Emily.

