

Humber Primary Care Newsletter

Issue 5: August 2023

Welcome to our Practice Newsletter



We're pleased to send you another edition of the Humber Primary Care 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: hnfr.communications@nhs.net.

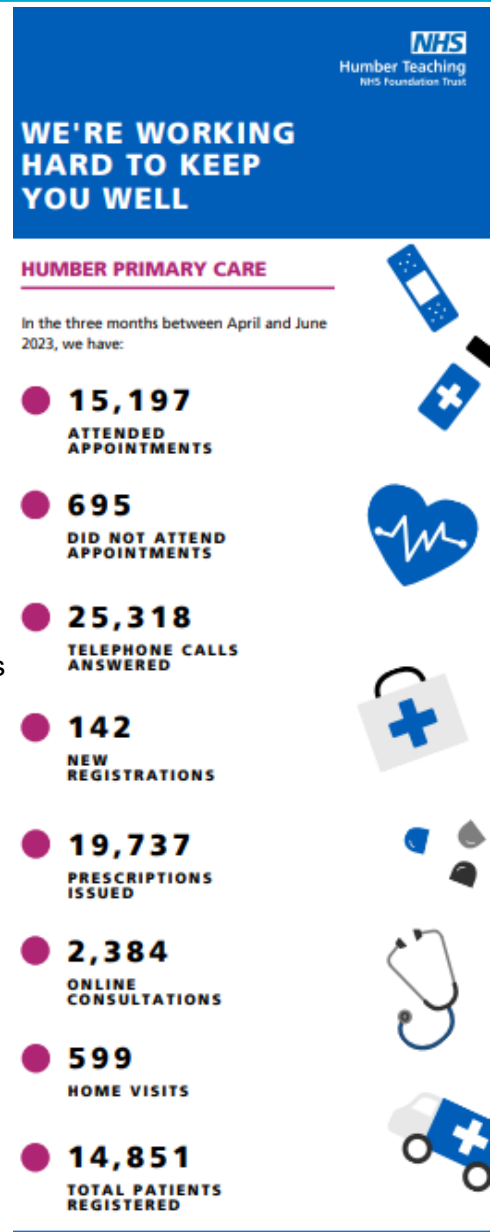
We hope you enjoy this newsletter and look forward to the next copy in Autumn.

Iqbal Hussain, GP Lead & Matthew Handley, General Manager 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 April and June 2023. We hope you find these infographics insightful.

You can also find them on the Practice website here: <https://www.humberprimarycare.nhs.uk/news/statistics/>



Online Consultations - Total Triage

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.

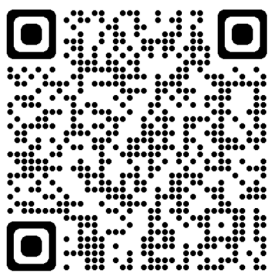


By using services online, this will free up the phone lines and reduce the expected waiting times.

To submit an Online Consultation, simply click the link on the Practice Website home screen that states "Submit Online Consultation."

You can access the practice website by following this link:

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



For more information on this process, you can scan the QR code to access the online consultation information.

This should bring you to a page that asks you what you would like help with. You have the choice of an admin query or a medical issue. You can use either of these to contact the practice.

We have a dedicated team of staff monitoring online communications and arranging the best responses for you; this may be by via phone, text, or face to face. We can determine the urgency of your query and are committed to responding to queries within five working days.

Quick links

[Order a repeat prescription](#) →

[Submit online consultation](#) →

[Register with us](#) →

[Cancel an appointment](#) →

[Contact the practice](#) →

[Complaints and Feedback](#) →

[NHS Symptom Checker](#) →

Where were you?

Did you know that between 17th July to the 17th August, 242 pre-booked appointments were not attended? These appointments could have been offered to patients who needed them.

We understand that you may need to cancel your appointment, and you can do this by:

- Replying to your text message confirmation;
- Telephoning the practice;
- Via the NHS app.

Winter Flu Vaccination 2023

We are well underway with our influenza vaccination programme!

This is specially for the over sixty five, and the clinically vulnerable. If you are eligible and wish to book in for a vaccine, please contact the surgery. The vaccination programme will be starting week commencing 18.09.23.

A massive thank you to our nurses and staff for organising this for our patients.

Accessing The Right Care for You

We know that finding the right place to go when you become ill or are injured can be confusing.

NHS Services across the North East and Yorkshire region are experiencing extremely high demand at the moment, including both the GP practices and the 111 service. If you need advice for a minor/mild illness or injury, in the first instance, please either contact your local pharmacy for help or look at the self care advice that is available from the NHS website.

By selecting the right service for your illness or injury, you're not only looking after your health but using NHS services responsibly, which is appreciated by all here at our local Practice and beyond.



The infographic is titled "Unwell? Choose well" and is part of the Humber and North Yorkshire Health and Care Partnership. It features the NHS logo in the top right. The main content is organized into six vertical columns, each with a distinct color and icon representing a service: Self Care (blue, house icon), Pharmacy (green, cross icon), NHS 111 (green, mobile phone icon), GP Practice (yellow, stethoscope icon), Urgent Care (orange, hand icon), and A&E or 999 (red, ambulance icon). Each column lists the types of ailments or services it provides. At the bottom, there are two additional sections: "If you can, use online services in the first instance" (white background) and "For urgent mental health help" (blue background), which includes a QR code and contact information for a local helpline.

Self Care	Pharmacy	NHS 111	GP Practice	Urgent Care	A&E or 999
Minor ailments should be treated at home	Local expert advice	Non-emergency help	A skilled team of medical professionals	Urgent Treatment Centres	For emergencies only
Minor cuts and grazes Minor bruises Minor sprains Coughs and colds	Minor illnesses Headaches Stomach upsets Bites & stings	Use NHS 111 online if you're unsure what service you need	Lasting symptoms Chronic pain Long term conditions New prescriptions	Breaks & sprains x-rays Cuts & burns Fever & rashes	Choking Chest pain Blacking out Serious blood loss

If you can, use online services in the first instance

Mental Health

For urgent mental health help
Text "SHOUT" to 85258 for free from a UK mobile network or scan the QR code to find a local helpline

Repeat Prescriptions

A polite reminder for those patients who have repeat medications to please order in a timely manner. The earliest we can accept is a week in advance before you are due.

Furthermore, we are moving over to 28 day prescribing in line with current NHS guidance. This will take some time so please bare with us while these changes are made. If you have any prescription requirements, please use the free text box on the online ordering system.

If you pay for prescriptions, please ask your local pharmacy about pre-payment option - you make 12 direct debit payments but can obtain 12 x 28 day prescriptions. For more information, follow this link [NHS Prescription Prepayment Certificate \(PPC\) | NHSBSA](#)

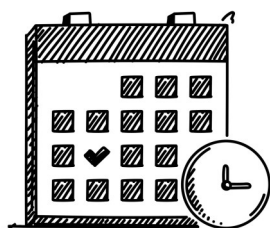
Car Parking at Providence Place

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. You do not need to do anything further.



Closure Notice for the Practice



Our surgeries will be closed from 12 noon on the following dates:

Thursday 19th October 2023
Tuesday 21st November 2023

The practice will open as normal on the following days from 8:00AM. Protected Time for Learning is essential to the smooth running of our practice, as it allows important training to take place for staff.

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.

Receiving this Newsletter

We know that many of our patients prefer to have hard copies of this newsletter, and therefore we have implemented the option to sign up to receive a paper copy to your home address.

You can sign up for this service on our website, here: <https://www.humberprimarycare.nhs.uk/news/newsletters/>