

# Humber Primary Care Newsletter

Issue 6: November 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:  
[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 Winter.

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



### HUMBER PRIMARY CARE

In the three months between July and September 2023, we have:

**19,307**  
ATTENDED  
APPOINTMENTS

**823**  
DID NOT ATTEND  
APPOINTMENTS

**127**  
NEW  
REGISTRATIONS

**20,055**  
PRESCRIPTIONS  
ISSUED

**545**  
HOME VISITS

**14,720**  
TOTAL PATIENTS  
REGISTERED

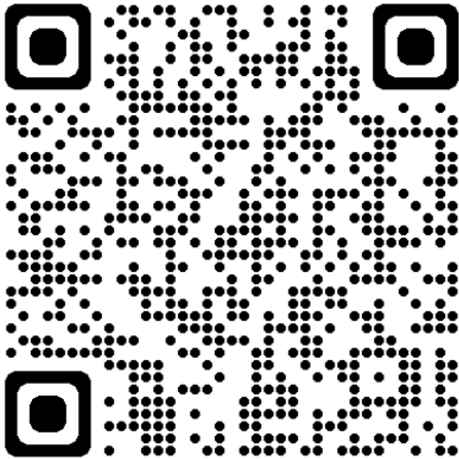
**6,805**  
ONLINE  
CONSULTATIONS



## 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.

### Quick links

[Order a repeat prescription](#) →

[Submit online consultation](#) →

[Register with us](#) →

[Cancel an appointment](#) →

[Contact the practice](#) →

[Complaints and Feedback](#) →

[NHS Symptom Checker](#) →

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.

## 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.

Our prescription team are in the process of moving over to 28 day prescribing in line with current NHS guidance. This will take some time so please bare with us while these changed are made.

## Volunteer with Humber Primary Care!

Humber Teaching NHS Foundation Trust Volunteers provide essential support to all Trust services, both clinical and non-clinical in multiple roles, focusing on Prevention, Recovery and Wellbeing. The Trust recognises and values the unique contribution volunteers make towards improving the patient experience and complementing the services provided by the trust.



For more information, please visit the below link:

[GP Surgery Meet and Greet Volunteer \(Bridlington\) | Humber Teaching NHS Foundation Trust Volunteering \(goassemble.com\)](http://goassemble.com)

## Get Advice if You Feel Unwell

You can get help and advice from:

- A pharmacy—pharmacist can give treatment advice for a wide range of minor illnesses and can tell you if a GP appointment is appropriate. The pharmacy should be your first point of call when you start to feel unwell, as there are many over the counter treatments available.
- Your GP—you may be able to speak to a GP online or over the phone, or go in for an appointment if they thing you need to
- NHS 111—visit [111.nhs.uk](https://111.nhs.uk) or call 111 if you have any urgent medical problem and you are not sure what to do

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.

## Christmas and New Year Practice Information

Our opening hours for both of our surgery sites are slightly different over the Christmas and New Year Period.

**If medication is required for collection from your pharmacy before 22/12/23, please ensure you have ordered from the surgery week commencing 11/12/23.**

Please note we will be processing prescription requests from the surgery up to the 22/12/23 but you may not be able to collect from the pharmacy until after the Christmas period.

Please do not order excess dye to the Bank Holidays.

If you are due to order 25/12/23—26/12/23, please order the week before.



### Opening Times:

CLOSED Saturday 23rd December—Tuesday 27th December  
OPEN Wednesday 27th December—Friday 29th December  
CLOSED Saturday 30th December—Monday 1st January  
OPEN as normal from Tuesday 3rd January

## Closure Notice for the Practice

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

**Tuesday 21st November 2023**

The practice will open as normal on the following day 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.



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## Primary Care Mental Health Networks

### Who we are?

We are a small team of specialist mental health professionals who are able to help with a wide range of mental health problems. We work in close partnership with your GP surgery, the local authority and the Your-Health team. We are an extension of the local community mental health team, focusing on primary care mental health provision in East Yorkshire. There are a number of Primary care mental health networks aligned to different areas of East Yorkshire, as it allows important training to take place for staff.

### Our aims

Primary Care Mental Health networks aim to bridge the gap between GPs and Community Mental Health Teams so that people can get the support they need early, preventing them from becoming more unwell.

### What we do

We work with anyone over the age of 18 suffering with low to moderate mental health difficulties. We provide evidence based interventions, advice, guidance, support, treatment and sign-posting.

### How we do it

We are a community based service which offer up to 12 weeks of support following assessment. We work between the hours of 9am to 5pm Monday to Friday (not including bank holidays and weekends).

### How do I refer to you?

Speak with your GP and staff in the surgery who will be able to make a referral to us if appropriate.

Speak with your GP Surgery staff about this service and how to refer.

Visit our website and download brochure:

[www.humber.nhs.uk/Services/primary-care-mental-health-network-hull-and-east-riding.htm](http://www.humber.nhs.uk/Services/primary-care-mental-health-network-hull-and-east-riding.htm)

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## 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/>

**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)