

My City My Health My Care

Winter 2018



Hello and welcome to the 2018 winter edition of the NHS Hull Clinical Commissioning Group **My City, My Health, My Care** newsletter. This third edition of the newsletter aims to provide an update on how primary care (GP) services in Hull are developing and information about relevant services.



Appointments to fit around your life - Access Plus launched in Hull



If you have a Hull GP you can now book routine medical appointments on an evening, at a weekend or even on a bank holiday thanks to a new extended access service called Access Plus.

Access Plus, which is being offered through the Hull Primary Care Collaborative and managed by City Health Care Partnership CIC (CHCP CIC), will allow you to pre-book routine appointments at a time to fit around your life, outside of usual practice hours.

Following triage, where you are asked relevant health questions, you will be offered an appointment with the most appropriate healthcare professional for your medical need, with a selection of new appointment slots available outside of those you would normally be offered by your GP practice.

Dr Scot Richardson, local GP and Clinical Lead for the Hull Primary Care Collaborative, is positive that Access Plus will benefit patients across the city; “this is an exciting new service that will see lots of patients being offered a better choice of times for routine appointments – something that we know can be an issue for many people in Hull, due to other daytime commitments.”

Pre-bookable through your usual GP surgery, or by calling 01482 247111, the appointments offered through Access Plus will be between 6:30pm – 8:00pm each evening, and additional slots at weekends and on bank holidays.

Find out more by visiting www.accessplus.org.uk

Are you one of the...

17%

Through Patient Online 100% of Hull GP practices offer online appointment booking and repeat prescription ordering, but only 17% of patients are using either service. The ease and flexibility of Patient Online helps us to make healthcare in Hull work for you – sign up today to feel the benefit of getting online and join the 17%. Speak to your practice reception team to find out more.

Not just a GP practice

We speak a lot about GP practices and Doctor's surgeries – but the practice team is not just made up of GPs. As we move to stabilise and transform our primary care services in Hull, it may be that you are encouraged to see other members of the practice team through a clinical triage process.

With rising demand for appointments and falling numbers of GPs practicing in Hull, it is now more important than ever that we make sure you are seen by the most appropriate team member every time you visit your GP surgery.

Locally, teams are made up of a variety of highly skilled professionals, trained to provide and manage care to the highest of standards. Across the city you'll find teams which include advanced nurse practitioners, health care assistants, senior clinical pharmacists and urgent care practitioners. This innovative approach aims to ensure that patients will see the right person with the right skills, at the right time and in the right place; they will be able to offer the right help and support for your needs.

To further support this, many practices are now also implementing clinical triage systems where you are asked about your reasons behind booking an appointment before it is made.

“But why do I have to tell the receptionist what is wrong?”

The simple answer is that **you don't have to tell the reception team anything**; but it can be incredibly useful in terms of prioritising those patients who urgently need medical attention, and those who could be seen quickly and effectively by one of the other members of the practice team, such as an advanced nurse practitioner, senior clinical pharmacist or healthcare assistant.

Triage helps to make sure those who need the most urgent, immediate medical attention receive it, and that the team in the surgery are working to the best of their ability – seeing the patients who they are trained to see. Receptionists are part of the practice team, and so are trained to help direct patients to the most appropriate healthcare professional in the practice for their need.



Clinical triage in action – Haxby Group



Clinicians from Haxby Group Hull

Haxby Group Hull is part of the Hull GP Collaborative, with three sites across the city. Patients can request a surgery call back, order repeat prescriptions and get self-care advice at the click of a button through their online services. With pre-bookable appointments available up to four weeks in advance, patients are also benefiting from clinical triage, where they can telephone their surgery between 8am and 10am for a clinical triage call the same day; this is where a GP calls the patient to discuss their needs before either booking a same day appointment, or providing clinical advice such as offering a prescription or advising the patient to visit the pharmacy. Practice Manager, Karen Phillips, says it is just one way that the team are trying to do the best they can for patients, “the clinical triage system has been set up by our Senior Partners to help free up appointments and make sure patients receive appropriate medical attention. It also helps patients feel less under pressure when calling for a same day appointment; as long as they call in-between 8am and 10am they will be added to the clinical triage list, they don’t have to rush to call at 8am.”

“Our acute care team are behind the clinical triage system; it means the team members who are specially trained in spotting when a patient needs urgent care, are the ones who are deciding on who to book appointments with. They can make anything between 60 and 100 calls a day and patients are telling us, anecdotally, that the system really works for them.”

Patients telephoning a Haxby group practice for a same day appointment will be asked to share some basic information around why they need an appointment with the receptionist, who will then pass this on to one of the GPs – although it is important to stress that patients can choose not to, with Karen adding “our practice reception teams are trained to be able to direct patients to the most appropriate health care professional in the surgery, but we understand that sometimes patients would rather not tell the receptionist too much about why they need an appointment – that is absolutely fine. It is really helpful if patients can share something, so that this can be passed on to our clinical triage team, that way, those who need urgent medical attention can be dealt with accordingly.”

Karen adds “no patient is turned

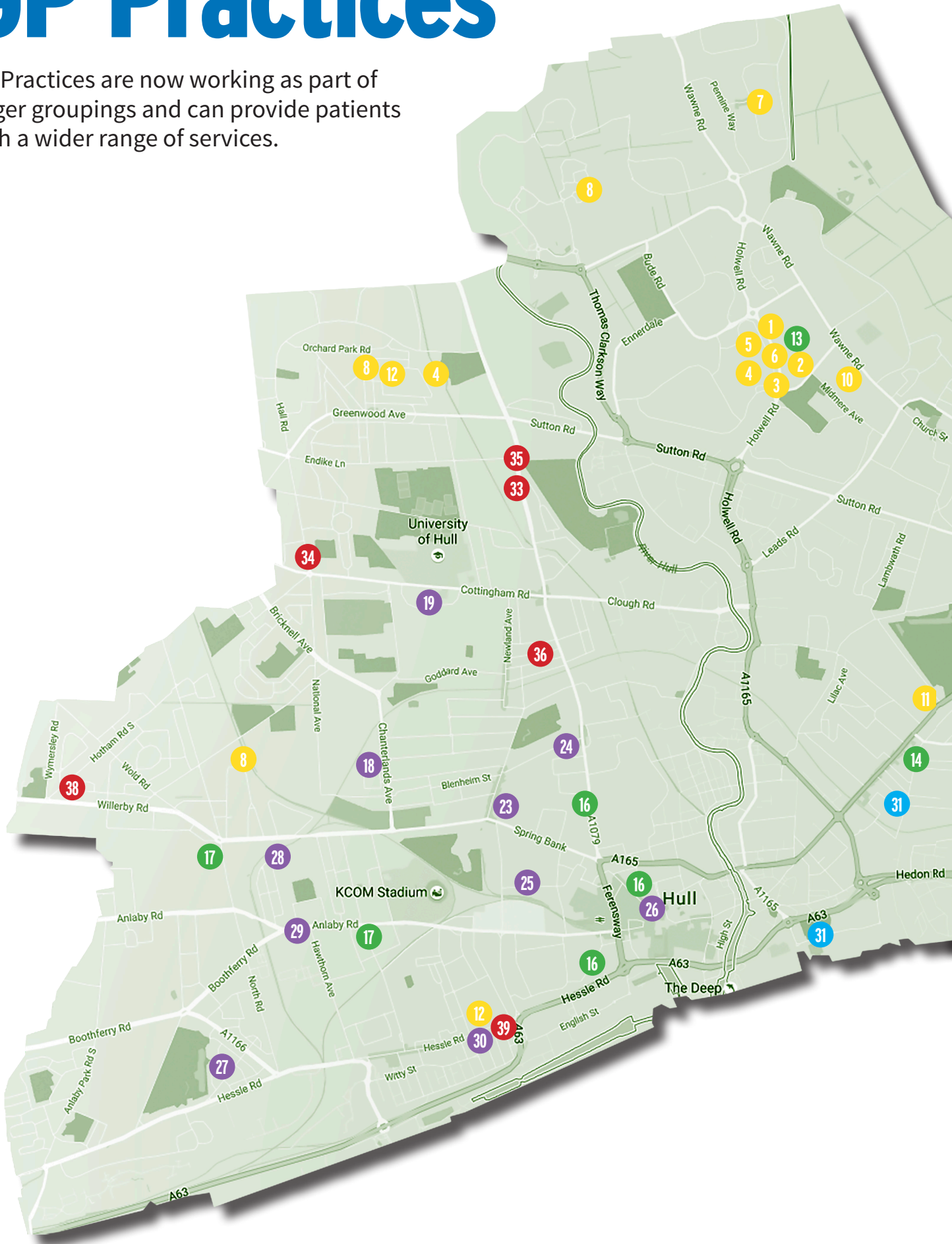
away, and every patient requesting a same day appointment will be telephoned back by the GP that day before discussing the options for their health needs. It might be that they just needed a conversation with the GP, or they might still need an appointment with a GP or another member of the team like a nurse practitioner and if so, that will be made at the time. Or a patient may be advised to visit a local Pharmacist or to book a pre-bookable, routine appointment for in a week or so. **It is always the GPs decision.**”

Combined with the groups’ digital services, clinical triage is saving time for patients and freeing up space for those who need a face to face appointment, Karen adds “the process means some patients can simply be called back by the GP and have a telephone consultation, we also offer electronic prescribing, and can even work with patients who need sick notes after surgery, for example, so they don’t need to come in to the surgery.”

“Making sure patients get the highest quality and most appropriate medical care, with the most appropriate healthcare professional, is our number one priority.”

GP Practices

GP Practices are now working as part of larger groupings and can provide patients with a wider range of services.





NUMBER
PRACTICE NAME
PRACTICE LIST SIZE

Hull GP Collaborative

1	JAMES ALEXANDER PRACTICE	7373
2	GOODHEART SURGERY	4739
3	DR KV GOPAL'S PRACTICE	2015
4	ORCHARD 2000	8837
5	DR GT HENDOW'S PRACTICE	2684
6	NORTHPOINT	3318
7	THE RAUT PARTNERSHIP	4804
8	HAXBY GROUP	12,717
9	DR GS MALCZEWSKI'S PRACTICE	2060
10	SUTTON MANOR SURGERY	7371
11	HAXBY - BURNBRAE PRACTICE	4701
12	BRIDGE GROUP	8799

City Health Federation

13	CHP BRANSHOLME	3367
14	CHP SOUTHCOATES	6450
15	EAST PARK PRACTICE	3757
16	THE QUAYS MEDICAL CENTRE / RIVERSIDE MEDICAL CENTRE / KINGSTON MEDICAL CENTRE / STORY ST PRACTICE	15,231
17	CHCP NEWINGTON	10,830

Hull Health Forward

18	THE AVENUES MEDICAL CENTRE	6451
19	NEWLAND HEALTH CENTRE	7613
20	LAURBEL SURGERY	3320
21	DR GM CHOWDHURY'S PRACTICE	2510
22	DELTA HEALTHCARE	1946
23	DR MUSIL J AND DR QUEENAN PJ	6474
24	CLIFTON HOUSE MEDICAL CENTRE	8792
25	WOLSELEY MEDICAL CENTRE	7176
26	WILBERFORCE SURGERY	3734
27	THE OAKS MEDICAL CENTRE	7399
28	HASTINGS MEDICAL CENTRE	2938
29	KINGSTON HEALTH (HULL)	9337
30	SYDENHAM HOUSE GROUP PRACTICE	8234

Medicas

31	EAST HULL FAMILY PRACTICE	26,509
32	MARFLEET GROUP PRACTICE	14,544

Modality

33	FAITH HOUSE SURGERY	7492
34	NEW HALL SURGERY	9617
35	DR COOK BF	3564
36	THE NEWLAND GROUP	14,918
37	DIADEM MEDICAL PRACTICE	12,244
38	THE SPRINGHEAD MEDICAL CENTRE	16,870
39	ST ANDREWS GROUP PRACTICE	9632

*As at 11/18

Helping us to help you share your records with all health professionals

Healthcare staff working for a variety of different NHS organisations can now access a summary of your GP medical record. This is called your **summary care record**. If you receive treatment somewhere other than at your GP practice, like in hospital, an ambulance or through an out of hours GP, thanks to a summary care record the staff treating you will now be able to access your GP medical record. They will be able to see what medicines you take, any adverse reactions you've had and any allergies you may have – and will be able to treat you accordingly.



Now you can **help us to help you** by enhancing your summary care record, meaning anyone treating you would also have access to the following information too:

- Your long term health conditions, if you have any, such as asthma, diabetes or heart disease.
- The care that you're currently receiving and why, such as any surgery or procedures you've had or why you are taking a particular medicine.
- Your healthcare needs and personal preferences, things like communications needs, legal decisions or care preferences.
- Details of your immunisation history and the vaccinations you've had, such as tetanus and polio.

Consenting to enhance your summary care record can be a great help to healthcare professionals when providing urgent, emergency or out of hours medical care.

No-one plans on needing urgent, emergency or out of hours medical care, but you don't know when you might need to. By consenting to sharing this information now, any future treatment that does need to happen outside of the GP practice, **including through the Access Plus service**, can be better tailored to you, with your illness or needs met more appropriately and effectively.

TAKE ACTION NOW

If you would like to give consent to enhance your summary care record, **speak to your practice reception team today** and ask for the 'Summary Care Record patient consent form'. This will help healthcare teams across the NHS provide you with the safest, most effective care possible.

STAY WELL THIS WINTER

We all know that the cold weather can be bad for our health, but there are simple things that can help you and your family stay well throughout the winter months:

Protect yourself from Flu:

If you're eligible it's important that you have your free flu vaccination. For people with existing health problems, young children and pregnant women, the flu can be very nasty and even dangerous.

Seek early advice:

If you start to feel unwell, even if it is just a cough or cold, don't wait until it gets serious - ask for help from your local pharmacist. The sooner you get advice the better. You do not need an appointment and you may be prescribed medicine for free under the minor ailments scheme.

Know where to get treatment:

winter can be very demanding on health services. It is important to visit the right service for your needs. This will help you to be seen quickly and effectively. Details of where to go to receive treatment, advice and medication can be found below.

Keep warm:

Keep yourself warm both inside and outdoors. This can help to prevent colds, flu and more serious health problems, like heart attack, stroke and pneumonia. Heat your home to at least 18°C (65°F) if you can. You might prefer your living room to be slightly warmer.

If you have a long-term health condition like COPD, emphysema, diabetes, heart or kidney disease, or have suffered a stroke, then the cold weather could make these conditions worse. Get advice from your pharmacist at the first signs or symptoms of a winter respiratory illness, before it gets more serious.

Where should I go for treatment?



Self Care

Grazed knee, cough or cold, sore throat



NHS 111

Unsure, unwell, confused, need to know where to go



Pharmacy

Diarrhoea, runny nose, headache



Your GP and Out of Hours

Ear pain, backache, throat infection



Bransholme Urgent Care Centre

Strains, sprains, stitches and minor injuries



A&E and 999

Choking, chest pain, blackout, blood loss

Spanish GPs head to Hull for taster weekend



September 2018 saw four Spanish GPs visit Hull for a taster weekend as part of the NHS England International GP Recruitment Programme.

The visit was organised by NHS Hull CCG to give the doctors an opportunity to see the city, meet the CCG team and visit a selection of local GP practices and health services.

This comes after the 2017 NHS England announcement for a wave of funding to recruit talented doctors from overseas for GP practices across the Yorkshire Coast and Humber, including Hull.

Following the weekend, the GPs will now face a second set of interviews and English proficiency testing, before, if successful, being allocated to one of our GP practices to take up a GP role. Once in the practice, the GPs will be provided with a minimum of three months training and observation, as well as around six months of supervision and support from a senior GP.

To find out more about this scheme, and other ways we are working to fill the gap in our GP workforce, visit our website here: www.hullccg.nhs.uk/primary-care-blueprint

DO YOU CHECK YOUR



Medicine waste is a serious and growing problem for the NHS; with an estimated £2.8million of Hull and East Riding NHS funds wasted on medicines that are ordered, but never used, every year.

That's why health leaders across Hull are asking all patients, and carers, to check what you already have before ordering your repeat prescription, not order items that you don't use and let your GP, nurse or pharmacist know if you're no longer taking something on your prescription.

Unused medicines are a safety risk; you should not save medicines for future use, share medicines with others, or have stockpile of prescription medication at home 'just in case'. They can also not be recycled, even if they are unopened, and should be returned to a pharmacy for safe disposal.

Help us to solve this growing problem...

REPEAT PRESCRIPTIONS

ONLY ORDER WHAT YOU NEED

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