



Claypath and University Medical Group

(www.claypathdoctors.co.uk)

Practice News (Spring, 2019)

1. NHS App and e-Consult

There are new and exciting improvements coming in the way patients can interact with the practice through technology.

NHS App

As part of a national programme, the practice is already signed up to offer access through the NHS App. The app is available through Apple/Android App marketplaces for free. Once installed, patients who are already on-line users can register using their existing credentials.

Patients who haven't already got on-line access can register using the innovative in-app identity confirmation system. With this, patients no longer need to come into the practice to register but can sign up without leaving home!

Once registered with the NHS App, patients can book on-line appointments, order repeat prescriptions, and access part of their medical record. Watch out for additional features in the months ahead!

e-Consult

The practice is also close to implementing a system called e-Consult which will be made available to patients via our practice website.

E-Consult will enable patients to consult with a GP by completing a quick on-line form that is sent and reviewed by the practice. During completion of the form, if appropriate, patients may be directed to options for self-help, pharmacy advice and local self-referral services protecting GP appointments for those who most need them.



2. Primary Care Networks

Primary Care Networks (PCNs) are groups of practices with a combined patient population of 30,000 – 50,000. All general practices are being encouraged to join a PCN to work alongside community services, the voluntary sector, and other agencies to deliver integrated care for patients.

The practice is pleased to report that NHS commissioners locally have agreed that our practice, due to its large and specific patient population, can form its own PCN i.e. the Claypath and University Primary Care Network! This will enable us to tailor the services we provide to further improve the range and quality of care for our patients. We will keep you updated in these quarterly bulletins on progress.



3. Claypath Medical Centre - patient survey results



The annual patient satisfaction survey took place in February, 2019. The results showed:

94.5% of those surveyed were “extremely likely” or “likely” to recommend the surgery to friends and family;
93.8% were “very satisfied” or “satisfied” with the services provided by reception;
94.9% were “very satisfied” or “satisfied” with care provided by our doctors and 96.6% with care provided by our nursing staff.

There were a number of areas where it was considered we could make improvements. These included upgrading the décor, providing additional car parking, making the instructions clearer on the phone when booking appointments, improving our website. We have developed an action plan to ensure we consider all these issues and will report back on progress in future bulletins.

4. Travel vaccines appointments

If you are planning to travel abroad it is important to make an appointment with the practice nurse to discuss your full itinerary at least 6-8 weeks prior to your departure date. This is to allow sufficient time to ensure all appropriate vaccination courses are completed.

Your first travel appointment usually takes 20mins. If your itinerary is complex however and you are undertaking a course of vaccinations, you will require further appointments. It is important to remember to pre-book these appointments as during the travel season there is a high demand and nurse appointments are limited at certain times. Please try to be organised and plan ahead.



Although some vaccinations are covered by the NHS many are subject to payment – please check our website for costs.

5. New members of staff

The practice welcomes the following new members of staff to the practice team:

Nicola Tosney, Medical Secretary; Aaron Dawson, Medical Receptionist; Sammy-Jo Watson, Medical Receptionist.

In addition, Cheryl Terry has changed role from Medical Receptionist to Medical Summariser and Medical Administrator assisting with patient requests for medical reports.

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