



Middlewood Partnership Newsletter

Welcome to the sixth edition of our newsletter, with information about how we are improving the continuity of care for our patients and how to contact us.

Continuity of Care

Over the last few months, we have been looking at introducing new ways of working to improve the continuity of care that we provide – it's what you have told us you want and what our doctors want too.

What will continuity look like?

Where it is clinically appropriate, we are working towards patients seeing the same clinician for all ongoing care. Wherever possible, this is likely to be a GP that you have a relationship with or whom you have seen most frequently over recent years.

When you ask for an appointment (on the phone, in person or online) we'll try to make this appointment with your usual GP. Sometimes this may mean you have to wait a bit longer, but for 'non-urgent', ongoing health issues, it is better to see a clinician who knows your 'story'.

If you need 'urgent' help, there are some on the day appointments with all available GPs for these circumstances. If your usual GP is unavailable that day, the receptionist, assisted by the on-call GP, will be able to identify the most appropriate course of action for you.

Middlewood also offers appointments to see a clinician other than your usual GP. This would be when more specialist knowledge or skills are required, such as diabetes, respiratory care or women's or men's health.

How will PATCHS help us provide continuity?

PATCHS, our new online consultation system, is one way of helping us provide continuity, enabling us to handle the assigning of online queries to the most appropriate clinician more effectively. Patchs is intended to help us manage your non-urgent requests more efficiently.

COVID Booster



Invites have been sent via text and telephone for people to receive their COVID vaccinations. Middlewood patients aged 75 and over and those who are immunosuppressed will have received an invite.

These COVID clinics will take place at Poynton Civic Hall and will be by invitation only.

We must stick strictly to the national eligibility criteria, and we do not have any influence over which vaccination Middlewood is supplied with.

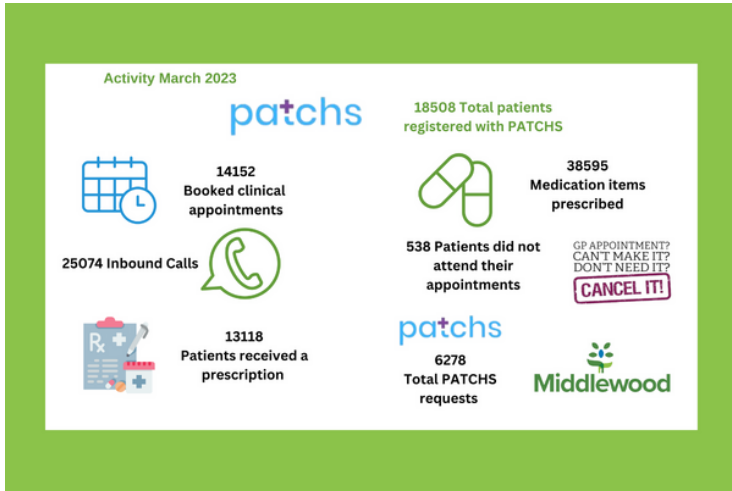
Visits to Care Homes and those who are housebound will not be vaccinated by Middlewood. We understand that a local pharmacy provider will be delivering this service.

Help us to help you...

| Telephone us if you... | patchs Use Patchs for... | NHS App Use the NHS App for... |
|--|--|---|
| <ul style="list-style-type: none"> ✓ NEED to see or speak to a clinician today or in the next 48 hours - i.e. your request is clinically urgent ✓ have been asked to book an appointment with a doctor or nurse ✓ cannot get online <p>Bollington - 01625 462593 Schoolhouse - 01663 762484 McIlvrde - 01625 872134 Priorsleigh - 01625 872299 8am - 6.30pm</p> | <ul style="list-style-type: none"> ✓ non-urgent medical issues NOT needing an appointment in the next 48 hours ✓ referrals / sick notes / other admin queries <p>Please DO NOT use Patchs for...</p> <ul style="list-style-type: none"> X medication requests X blood results X urgent clinical queries | <ul style="list-style-type: none"> ✓ requesting medications that you have had from us before and recently (acute or repeat) ✓ blood results ✓ immunisation history ✓ booking some appointments if you have been asked to do so by the surgery |

March Activity

Below is a summary of some of Middlewood's patient activity in March, including the number of phone calls received, appointments provided, medication prescribed and PATCHS requests.



What is the role of a Physician Associate?

Our Physician Associates (PAs) are healthcare professionals working as part of our medical team and are supported by our GPs. PAs can conduct physical exams, diagnose and treat illnesses. They can order and interpret tests, as well as develop treatment plans. Here at Middlewood, PAs help us improve access to quality care for our patients.

In Middlewood, we have 5 PAs; Alex, Beth, Kate, Katie and Tom.

We are sadly saying goodbye to Caitlyn, who is emigrating to Canada. Good luck, Caitlyn!



WATCH THIS SPACE!

...for details of our upcoming PPG seminar.

News from our Patient Participation Group (PPG)

Poynton PPG member, Billie Farrell, supported by Becky Lea from the Bridgend Centre in Bollington, has worked closely with staff and students at Tytherington High School to design their version of the Wellbeing card. Poynton High School originally developed this with Sharon Duke, Communities' Coordinator, Poynton Town Council. The Wellbeing card is now in circulation, and further discussions are taking place with both schools to develop the use of the important information included on the card.



Cancellation Line

Over the last few months, we have closely monitored Middlewood's patient appointments. In these figures, the number of appointments not attended (DNA's) have increased in volume.

In March, we had 14,152 clinical appointments booked and 538 (135 hours of clinical time) not used. We looked at the possible reasons for the DNAs and listened to your feedback in which you reported that there are often long waits on the telephone.

From this feedback, we have now launched a cancellation telephone line. When you call your usual Middlewood phone number, you can now select 'Option 4', which takes you to an automated voicemail where you will be asked to leave your Full Name, Date of Birth, First Line of your address & details of when the appointment is due to be. Our staff will be able to pick up your message and cancel your appointment for you.

We hope that this option will help to reduce the number of wasted appointments and help you to be able to cancel appointments in a more accessible way.