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August Newsletter

Zero tolerance

We would like to thank our patients for their continuous support however due to recent Incidents countrywide recently we feel the need to reiterate that Parkway Medical Group have always had a zero tolerance policy.

This means we do not tolerate any kind of abuse whatsoever and anyone in breach of this will be asked to leave our practice.

The severity of abuse varies across a spectrum, from so-called micro-aggressions through to incidents of significant and traumatic abuse. Abuse can take place within the practice premises, in waiting or consultation rooms, but may also happen over the telephone, during video consultations, or on home visits.



Meet the staff

We would like to welcome our new salaried GP Dr Chan

We would also like to welcome our new Registrar Dr Law

TAKING CARE



TAKING CALLS



TAKING ABUSE



**HELP US
FOCUS ON
CARING
FOR YOU.**

We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.

Produced on behalf of NHS Herefordshire and Worcestershire CCG

Flu Vaccine

This year NHS England have asked practices to not vaccinate patients eligible for an annual influenza vaccine until the 3rd October. We can vaccinate pregnant people and children aged 2-3 or at risk children from the 1st September.

Our flu clinic dates will be held on the following dates and we will be contacting patients in due course to arrange appointments. Please pop these in your diary if you receive the annual flu vaccine.











Saturday 5th October 08:30-12:30

Saturday 12th October 08:30-12:30



Appointments

Last month we offered in total 2757 patient contacts with a clinician at the surgery. Unfortunately, we are still experiencing a large number of patients who have not attended their appointments without letting us know. We understand situations arise when you cannot attend your scheduled appointment but please let the surgery know at your earliest convenience so we can offer these appointments to other patients.

 Telephone calls received: 7,415	 Average call wait time: 1 minutes and 41 seconds	 Patients seen face to face in the surgery: 1745	 Telephone appointments carried out by clinicians: 960	<p>GP appointment? Can't make it? Don't need it?</p>  Patients who did not attend appointments: 141
 Patients who were visited at home: 52	 Prescription items issued: 228342	 Medication Reviews carried out: 75	 Referrals made: 235	 E-consults received: 115

General Practice

A message from our GP Partners

The British Medical Association (BMA) is launching collective action this week among GP practices. The motto for the campaign is "Protect your patients, protect your GP practice".

This is **NOT** industrial action, and **NOT** about pay - it is to pressurise the government to invest more in primary care and amend the GP contract so that we can employ enough doctors, nurses and staff to provide sufficient appointments and work safely.

The main action is to limit daily patient contacts per clinician to a recommended safe level of 25 per day and to divert patients to local pharmacy, urgent care settings and 111 once daily maximum capacity has been reached. This action will commence on Monday 12th August 2024. We have done our very best at Parkway Medical Group to provide extra capacity. We exceed well above the recommended 25 contacts per day on a daily basis and this is unsustainable. We need to take action now so General Practice has a chance of survival.

This is not something we undertake lightly but we do support the nationwide and countywide campaign to improve funding in primary care

so that surgeries can move forwards with sufficient staffing and capacity to provide the quality of care we all want for ourselves and all patients.

We hope that the issues will be resolved swiftly, and that general practice can have a brighter future as a result.

Dr Kelly Hermuzi, Dr Karen Parkinson & Dr Chandra Kumar

Did you know... 

The Government gives this practice just £107.57 a year for each patient, whatever their health needs. That's less than the cost of a TV licence.

This means we're only given 30p a day for every patient registered with us – less than the cost of an apple.

 **GPs want the same things that you do.**

We believe nobody should struggle to see their family doctor.

We believe general practice deserves a **bigger slice** of NHS funding so we can train and hire more GPs, deliver the services you require and make it easier to get appointments to see your GP and practice team.

We know you deserve better than this. GPs Are On Your Side.

bma.org.uk/GPsOnYourSide

RSV Vaccine



**Have your RSV vaccine
to help protect you**

**RSV can cause pneumonia
which can be serious**



Your GP will invite you for your free RSV vaccination if:

- You turn 75 years of age on or after 1 September 2024
- You are already aged 75 to 79 years old on 1 September 2024

For more information on the RSV vaccine you can read this leaflet here:
www.gov.uk/government/publications/respiratory-syncytial-virus-rsv-vaccination-for-older-adults or speak to your practice nurse, GP or health team.



SCAN ME

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Respiratory Syncytial Virus (RSV) is an infectious disease of the airways. It can make you become wheezy or short of breath and can lead to pneumonia and other life-threatening conditions.

The new RSV vaccine will be offered to patients who turn 75 years of age on or after 1st September 2024, or who are already aged 75 to 79 years of age on 1st September 2024. It will also be offered to pregnant women to protect their babies from RSV.

The RSV vaccine isn't normally arranged to be administered at the same time as COVID-19 or flu vaccines, however you can have shingles or pneumococcal vaccines at the same time.

Suggestion Box