



Practice Newsletter

SPRING 2019

Vida

HEALTHCARE
CARING FOR YOUR HEALTH



“Provide top quality health care to our patients in a cheerful, relaxed, low stress environment by an efficient, amenable and accessible practice team who are well motivated, with a commitment to personal development”

Vida Healthcare, 2016

Improved Access

A Reminder

We would just like to remind you about the improved access appointments available to you in West Norfolk.

What are Improved Access Appointments?

Improved Access appointments are appointments to see both Nurses and GPs during times when our practices are closed for example; evenings and weekends.

How can I access these?

To book these appointments, simply contact your practice and a member of our Patient Support Team will be able to provide you with the times, dates and locations of these appointments.

Where can I find out more information?

For more information , visit <https://www.vidahealthcare.nhs.uk/booking-an-appointment>

Contents

BREXIT—What this means for YOU and your MEDICATION ..	4
A Fresh Outlook on Did Not Attend Rates	5
Ask My GP—The feedback so far.....	6 - 7
Friends and Family Tests	8
NHS Mobile App & NHS 111 Online	9
Staff Changes	10
New Cervical Screening Campaign	11



BREXIT

What this means for YOU and your MEDICATION

At the date of publication the advice for Pharmacies and patients is as follows;

- DO NOT stockpile medications
- DO NOT order early

Advice for GP Practice's are as follows;

- GP's are NOT to prescribe for longer periods of time.

As such we will NOT be issuing repeats early or for longer than the repeat amount.

We thank you for your support in this matter



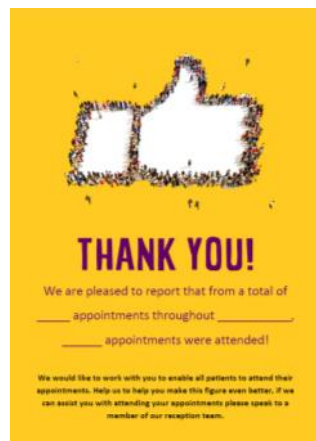
A Fresh Outlook on Dids Not Attend Rates

We have recently had a redesign of our Did Not Attend Posters and we have put a positive spin on our Did Not Attend Rates, celebrating those who have attended instead of those who haven't. See below for February's results.

The results for February 2019 are as follows;

- **Total Appointments: 20,050**
- **Total Appointments Attended: 19,327**

Look out for our new Did Not Attend posters around your Vida surgery now.





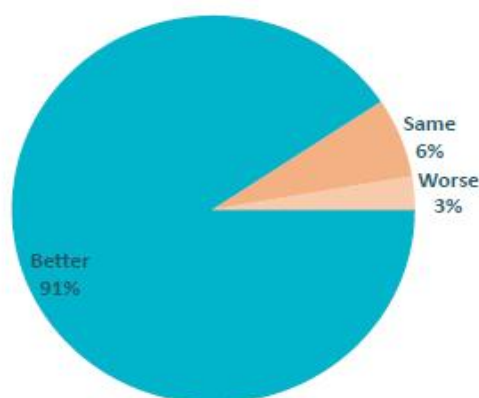
AskMyGP has been live at The Hollies Surgery for 7 months and we've received such fantastic feedback we wanted to share this with you.

Below are experience ratings and an overall rating of AskMyGP. As you can see most of our patients have found AskMyGP very beneficial and much better than the previous system where-by the patient had to ring the practice, often being kept on hold.

On the whole it appears, the speed and ease of use is better with AskMyGP leading to an improvement of problem solving as well as direct communication with the GP.

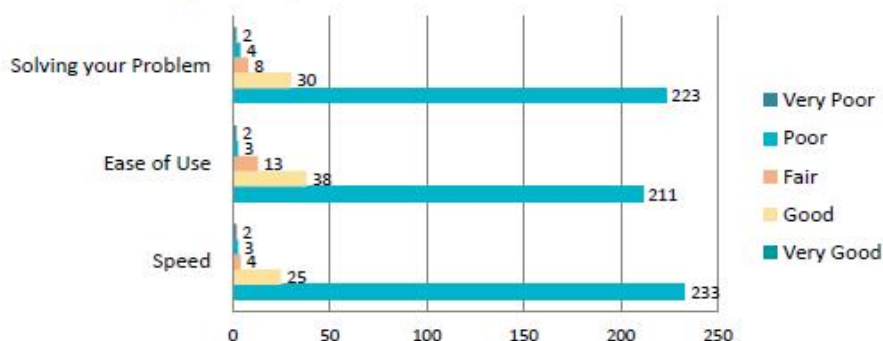
Additionally to the right you will find some comments and feedback from our patients surrounding what areas and features of AskMyGP they like.

Overall the New System is



From 267 responses

Please rate your experience



your feedback



Fantastic Service – easy to use and prompt reply from Dr

Mr doctor replied to my request promptly and sorted my issue straight away! Very good experience so far of the new system! Was easy to setup and was also easy to reset password and edit details!



As a patient I find I have more control using this electronic system particularly as I work full time and far from home not easy to meet surgery times.

I was really pleased with the speed in which my request was answered. Also I was feeling really poorly and didn't have to go to the surgery as I hadn't been out of the house in days.



The new app has made life so much easier. It saves time and allows a much quicker response from the relevant people. All I all an excellent way to help everybody

I think this is a much improved service as you don't always need a face to face appointment.



I like the fact that you get a response in working hours and you "see" a Dr without hanging on the phone and not getting an appointment.

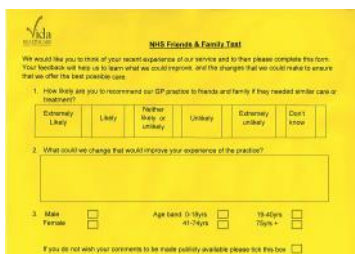
Your Opinion Counts

Friends and Family Tests

The NHS Friends and Family Test (FFT) is a key opportunity for you to provide us with your honest, anonymous feedback about the care and treatment that you have experienced whilst within our practices. The data from these tests not only provide us with insight into how we could improve our services but they also enable NHS England to gather key statistics regarding how they can improve NHS standards nationally.

The Friends and Family Tests are available at each site on reception. Please speak to a member of the Patients Solutions Team for more information.

If popping into the surgery to complete our test is not convenient, then this test is available online for you to complete simply go to www.vidahealthcare.nhs.uk and click on "Friends and Family Test"



The screenshot shows the NHS Friends & Family Test form. At the top, it says 'NHS Friends & Family Test'. Below that, it asks 'How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?'. There are five radio buttons with labels: 'Extremely Likely', 'Likely', 'Neither Likely or unlikely', 'Unlikely', 'Extremely unlikely', and 'Don't know'. Below this, it asks 'What could we change that would improve your experience of the practice?'. There is a large text box for this question. At the bottom, it asks 'What is your age?' with radio buttons for 'Male' and 'Female', and 'Age band' with radio buttons for '0-10yrs', '11-20yrs', '21-30yrs', '31-40yrs', '41-50yrs', '51-60yrs', '61-70yrs', and '71+yrs'. At the very bottom, it says 'If you do not wish your comments to be made publicly available please tick this box' with a checkbox.

Figure 1: Look out for the NHS Friends and Family Tests In your surgery and give us your feedback



NHS Mobile App & NHS 111 Online

The new NHS App enables you to access a range of NHS services simply and securely from the comfort of your phone.

The app enables you to access key services such as;

- Check their symptoms using the health A-Z on the NHS website
- Find out what to do when they need help urgently using NHS 111 online

For more information on the full range of services you can access, go to <https://digital.nhs.uk/services/nhs-app>



NHS App, Available for Download Now



NHS 111 is now Online!

This provides you with yet another way to access out of hours services when your GP Practice is closed. For more information or to utilise the service, please go to; <https://111.nhs.uk/>

Staff Changes

Throughout the last quarter we have seen some various clinical staff changes throughout all of our sites. Below we have outlined these staffing changes for your reference.

Please join us in welcoming our new registrars;

Dr Chidiogo Ibe—Dr Ibe joins us from The Queen Elizabeth Hospital and will be based at our Gayton Road Health Centre

Dr Michael Arotiowa — Dr Arotiowa joins us from Great Massingahm Surgery and will be based at our Carole Brown Health Centre

Please join us in welcoming our new nursing team members;

Treatment Room Nurse Sarah Stovold

Please join us in welcoming our new administrative team members;

Patient Support Team Member;

- Amy Hughes
- Gabriele Burkauskaite
- Tracey Seaman
- Amy Kendal

All of whom will be based at our King's Lynn sites.

Please join us in saying a fond farewell to;

Healthcare Assistant Stefanie Loose who will be moving on to become the Residential Home Manager of The Gables, Dersingham.

Cervical screening can stop cancer before it starts

Don't ignore your cervical screening invite.
If you missed your last cervical screening,
book an appointment with us today.

Remember
to book
cervical
screening!

CERVICAL
SCREENING
**SAVES
LIVES**

New Cervical Screening Campaign

Public Health England, this month have launched a new campaign to encourage more women to take up the offer for Cervical Screening.

The campaign aims to raise awareness of the risks of cervical cancer and highlight the benefits of screening.

Vida Healthcare will be supporting this campaign by supplying the campaign materials in our surgeries.

Over the next week, look out for posters and handy "wallet" sized cards (see right) explaining about the screening and the benefits to being screened.





Carole Brown Health Centre

Weekdays: 8.15—18.30

Tel: 01485 500139



The Hollies Surgery

Weekdays: 8.30—18.00

Tel: 01366 310301



Gayton Road Health Centre

Weekdays: 8.15—18.30

Tel: 01553 600075



St Augustine's Surgery

Weekdays: 8.00—17.30

Tel: 01553 769614

(The surgery is closed 13.00—14.00 everyday)



Fairstead Surgery

Weekdays: 8.00—17.30

Tel: 01553 772063



Hunstanton Medical Practice

Weekdays: 8.30—18.00

Tel: 01485 532859

(The surgery is closed 13.00—14.00 on Tuesdays and Thursdays)

Pharmacy Opening Times

Carole Brown Dispensary: Weekdays: 8.30—18.00

(Closed 13.00—14.00)

KEEP UPDATED!



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www.vidahealthcare.nhs.uk

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