

Practice Newsletter



Happy International Nurses Day - 12th May 2023

Download the NHS App today!



Secure access 24 hours a day
Access a range of NHS services
anytime, anywhere

Practice Updates

AskMyGP

Launched on 1st December 2022 as our acute appointment triage tool. For patients with access to the internet visit our website between 7.30-10.30am Monday – Friday, alternatively speak to one of our receptionists to request an appointment between the above hours.

This system is working extremely well at ensuring we are prioritising our clinically urgent patients and then allowing initial triage for all non-urgent matters.

QOF (Quality and Outcomes Framework)

All practices work alongside an NHS framework called QOF. This is a disease prevalence and care quality achievement platform, that ensures that we as a practice manage patients with long term illnesses. We are pleased that at the end of this QOF year we achieved over 95% of our targets. We hope that with continuous work from our staff and with patients' co-operation we will continue to have a high percentage in the future.

Training Practice

Highbridge Medical Centre is now a training practice. We will have a GP registrar with us on a 6 monthly rotation, where they will see what it is like to work in a GP practice and further develop their skills as a General Practitioner.

Nursing Students

We are also hosting and further developing nursing students. They will come to us in a variety of stages within their training and our nursing team will assist them to complete this stage of their training.

New Staff

Dr Lina – Long Term Locum who will be on-site with the practice for the next 3 months.

We have welcomed a new receptionist who is currently training. We have now filled all our vacancies within this team.

Nursing Team

Sadly, Jane Ash one of our practice nurses is retiring at the end of May. We wish her a happy retirement and hope she stays in touch with the team.

We are pleased to announce that we have successfully recruited her replacement who is joining the team in the summer.

One of our HCA's has found a position within our local PCN, so you might still see her around. We have also filled her position and our new HCA is due to join us in June.

May - Statistics

Our staff are working incredibly hard to provide you great levels of care.

How many patients do we have? **13,481** patients

We answered **16,106** phone calls in the last 3 months.

We have completed **75** home visits in the past 30 days, for those patients too unwell or unable to attend the surgery.

Patient Participation Group

We have an excellent group of patients who volunteer to be the voice of our patients. If you wish to join, or get involved please contact the chairman:

Please email Pat Barthram

mpbarthram@gmail.com

or speak to us at the practice.

Practice Training

A reminder we close every 3rd Tuesday for the afternoon for training.

Bank Holiday Closures

Monday 29th May 2023

