

# North Brink Practice

## February 2023 Newsletter



24th February 2023

## Welcome

Welcome to the **February 2023 North Brink Practice Newsletter**. In this newsletter we will be providing you with recent appointment statistics to give you a better understanding of the hard work that our team delivers. We will also be providing reminders on who best to contact depending on your illness, information on appointment bookings, the North Brink Practice team, and an update on the upcoming staff training days and bank holidays. Finally, we would like to remind all patients that the annual Fair will be in town from **Saturday 25th February to Sunday 12th March 2023**. During this time the **Chapel Road carpark will unavailable**.

## Appointment Statistics

Throughout the month of **January 2023**, North Brink Practice provided a total of **10036 appointments**. Out of these appointments, **456 patients did not attend**; this equates to approximately **114 hours** of wasted clinical time, **a cost of £13,680**.

Please remember, if you can not attend your appointment then let us know so that we can cancel and offer it to someone else. With the increasing pressures on the NHS, it is important that everyone is aware of the impact of those that fail to attend appointments without notification.



# North Brink Practice

## February 2023 Newsletter



7th February 2023

## We are here to help

We have a dedicated clinical and non-clinical team working hard behind the scenes daily to ensure we offer you the best care possible. If you are not sure how to get the help you need then please use this checklist to guide you:

- Call **111** if you need urgent medical help or advice but it is not a life threatening situation. You can also call **111** if you are not sure of which NHS service you need. Alternatively, you can also use the 111 online symptom checker, **111.nhs.uk**.
- Call **999** if someone is seriously ill or injured and their life is at risk.
- Go to the local **Minor Injuries Unit** (North Cambs Hospital) if you have a minor illness or injury (cuts, sprains or rashes).
- Your **local pharmacy** can give you advice about many common minor illnesses such as diarrhoea, headaches and sore throats.
- **Submit a triage request** through our website if you are feeling unwell and it's not an emergency. Alternatively, you can call us or visit the reception.



# North Brink Practice

## February 2023

## Newsletter

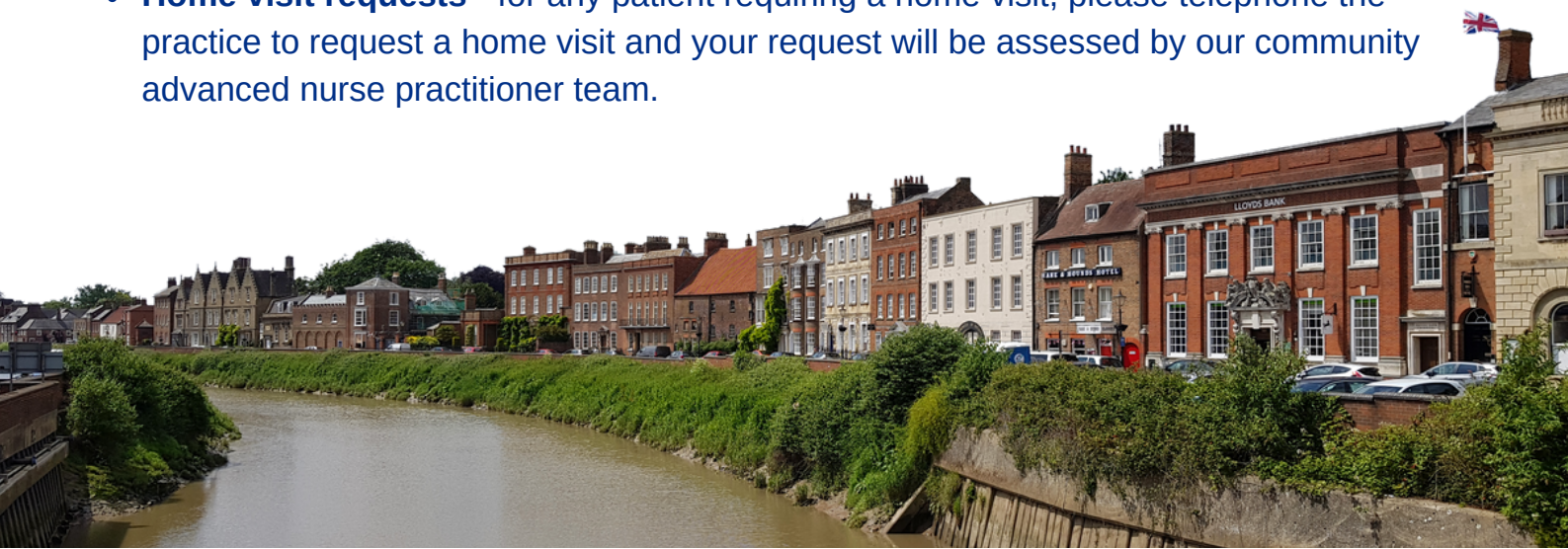


7th February 2023

## Appointment Bookings

If you need an appointment on the day for a new or ongoing acute health problem then please submit a **triage request** either online via our website ([www.northbrink.com](http://www.northbrink.com)), via telephone or by visiting the reception. It is available from **8:00am Monday to Friday** until our acute appointment capacity is full. Additionally, we provide:

- **Pre-bookable appointments during our core hours of 8:00am - 6:30pm** - these are utilised via our clinicians for patients that are needed to be followed up, following test results and ongoing care. Other pre-bookable appointments are available to cover specific health related clinics such as child immunisation clinics and cervical screenings as well as review clinics for long term chronic health conditions.
- **Pre-bookable appointments outside of our core hours** - we also provide weekly Wednesday evening and Saturday morning clinics, available for patients of all Wisbech GP practices, specifically for those patients that struggle to be seen in our core opening hours.
- **Surge Clinics** - on Tuesdays, Wednesdays and Fridays an additional service is available at Parson Drove Surgery, to all patients registered with the Wisbech Practices.
- **Home visit requests** - for any patient requiring a home visit, please telephone the practice to request a home visit and your request will be assessed by our community advanced nurse practitioner team.



# North Brink Practice

## February 2023

## Newsletter



7th February 2023

## The North Brink Team

- **General Practitioners** - our GPs act as clinical directors of care overseeing our team of nurses in the Nurse Led Clinic, providing support for acute conditions and follow-up treatment. They focus on patients with more complex medical conditions which may require specialist treatment and referrals to hospital.
- **Advanced Nurse Practitioners** - our nurse practitioners are trained specialist nurses who have undertaken additional education in order to provide advanced care with the ability to prescribe medication. They provide the North Brink Practice visiting service, working autonomously to manage our most complex housebound patients & care home residents.
- **Practice Nurse** - registered nurses who triage patients and work within our Nurse Led Clinics, seeing patients for all issues, supported by our GPs. They have received comprehensive training to assess and treat minor illnesses independently and are able to take a thorough consultation to identify the issues and concerns, collaborating with GPs as needed. Additionally, they provide and oversee administration of medications, wound care and other healthcare interventions.
- **Health Care Assistants** - support Practice Nurses and GPs and have trained in multiple areas to help patients with chronic diseases such as asthma and diabetes as well as giving injections, performing tests and providing wound care under the supervision and delegation of registered health care professionals.



# North Brink Practice

## February 2023

## Newsletter



7th February 2023

## The North Brink Team

- **Clinical Pharmacists** - work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks.
- **First Contact Physiotherapists** - based in GP surgeries with an expertise in the assessment and management of musculoskeletal conditions.
- **Social Prescribers** - work in a GP surgery, health centre or community organisation. Their role might include: doing an assessment of what care and support people need, such as physical activities, learning new skills, making new friends or finding employment.
- **Non-Clinical Team** - the patient services team answer the telephones, book appointments, call patients, as well as process requests and referrals. Our dispensing team dispense medication to our patients and our repeat prescription team, process requests for medication. The HR & Finance Team focus on employment, payroll etc and finally the management team ensure that the practice runs smoothly.



# North Brink Practice

## February 2023 Newsletter



7th February 2023

## Staff Training & Bank Holidays

The upcoming **staff training days** can be seen below. During these dates the practice (including the Dispensary) will be closed.

- Wednesday 29th March 2023 - 1pm to 4:30pm.
- Thursday 20th April 2023 - 2pm to 5pm.

If you require assistance then please defer your query until after 5pm. Additionally, you can use the following local services:

- **Call 111** if you need urgent medical help or advice but it is not a life threatening situation. You can also call **111** if you are not sure of which NHS service you need. Alternatively, you can also use the 111 online symptom checker, **111.nhs.uk**.
- **Call 999** if someone is **seriously ill or injured and their life is at risk**.
- Go to the local **Minor Injuries Unit (North Cambs Hospital)** if you have a minor illness or injury (cuts, sprains or rashes).
- Your **local pharmacy** can give you advice about many common **minor illnesses** such as diarrhoea, headaches and sore throats.

Additionally, we will be **closed on the following bank holidays**:

- Friday 7th & Monday 10th April 2023.
- Monday 1st, Monday 8th & Monday 29th May 2023.

