

North Brink Practice

March 2024 Newsletter



28th March 2024

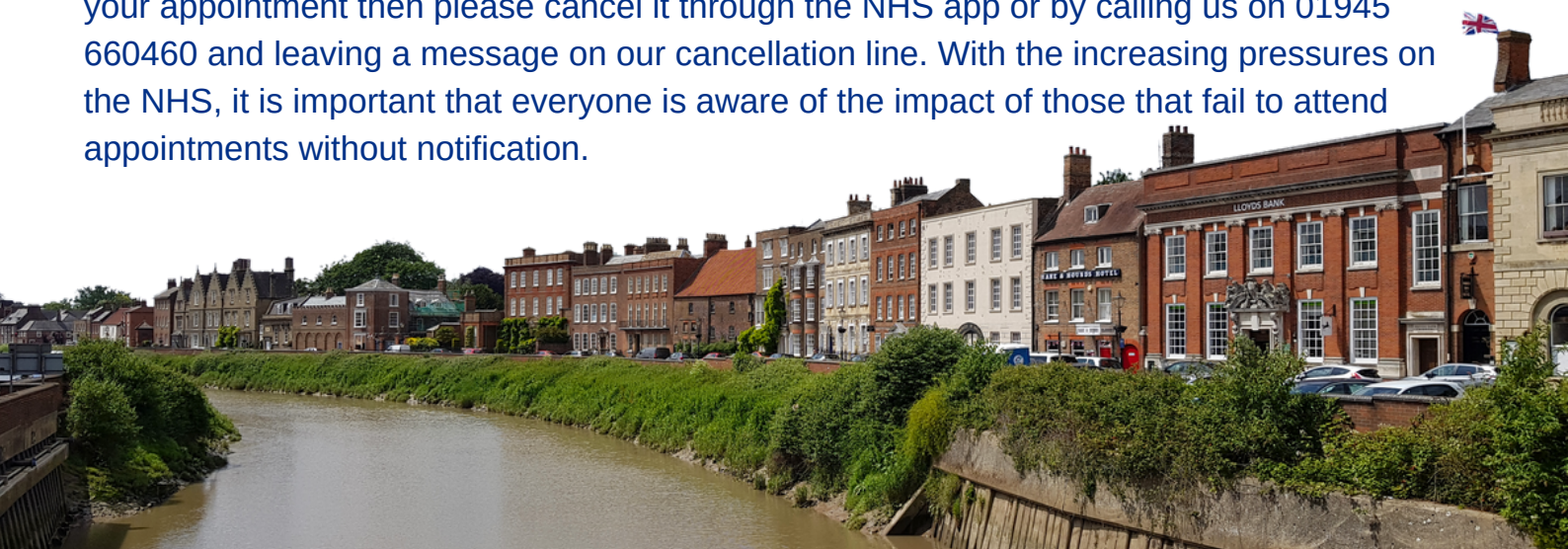
Welcome

Welcome to the **March 2024 North Brink Practice Newsletter**. Firstly, we would like to welcome Dr Mike Machila to our general practitioner team and we would like to wish him all the best in his ongoing work at North Brink Practice. In this newsletter we will be covering the following topics:

- Appointment statistics.
- Who best to contact depending on your illness.
- Appointment bookings.
- Overview of the North Brink Practice team.
- Patient feedback and our response.
- The Patient Participation Group and how you can join.
- Proposed changes to our long term condition reviews.

Appointment Statistics

Throughout the month of **February 2024**, North Brink Practice provided a total of **13,421 appointments**. Out of these appointments, **414 patients did not attend**; this equates to approximately **115 hours** of wasted clinical time. Please remember, if you can not attend your appointment then please cancel it through the NHS app or by calling us on 01945 660460 and leaving a message on our cancellation line. 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.



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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 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.



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Appointment bookings

If you **need an appointment on the day** for a new or ongoing health problem then please submit a **triage request** either online via our website (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** - Clarkson Surgery provide week day evening and Saturday clinics, available for patients of all Wisbech GP practices, specifically for those patients that struggle to be seen in our core opening hours; these are bookable by contacting us directly.
- **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.



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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.
- **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 Nurses** - 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, with the opportunity to earn a prescribing masters degree, 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.



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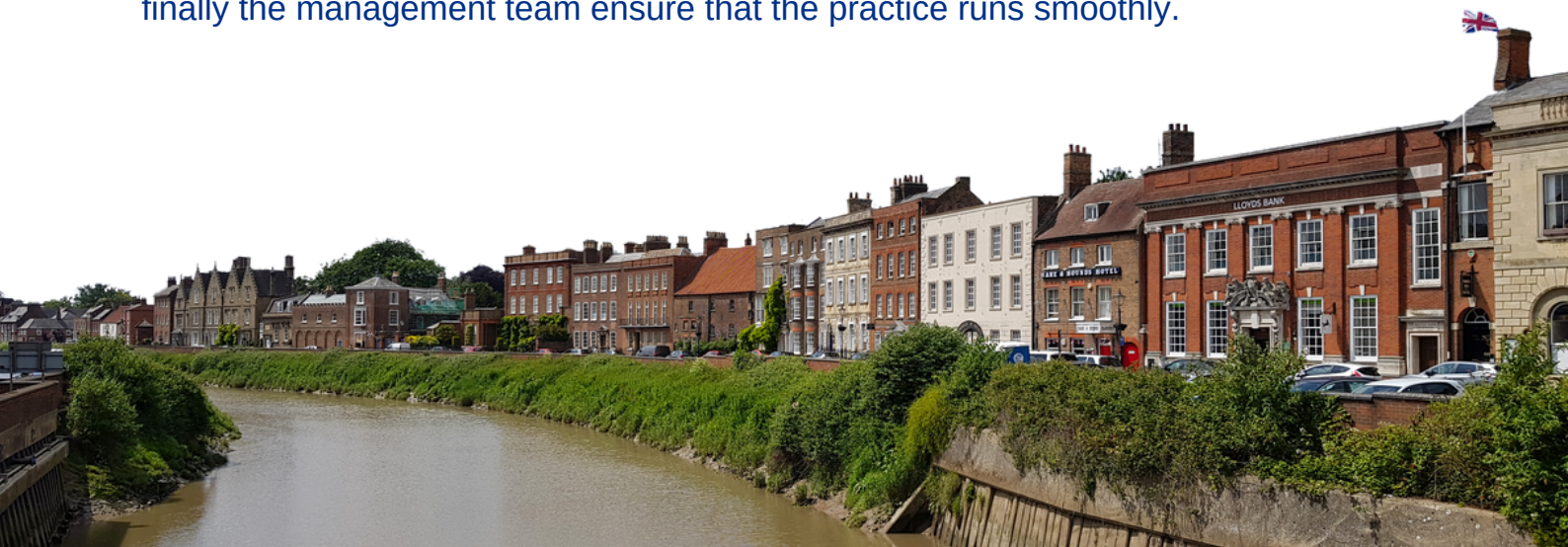
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The North Brink team

- **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 medication reviews, providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks.
- **First Contact Physiotherapists** - work remotely as well as being based in GP surgeries with an expertise in the assessment and management of musculoskeletal conditions. These are the experts in limb and joint issues and patients are signposted to their care if appropriate.
- **Social Prescribers/Care Co-ordinators** - work remotely as well as 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.



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Patient Feedback & Our Responses

Every month we receive feedback from patients through the 'Friends & Family' survey as well as through our website and via letters. All feedback received, whether positive or negative, is reviewed on a monthly basis to identify any trends and understand potential areas of improvement in the services that we provide. We have decided to share this information with you to ensure that you are aware of our responses and potential changes due to the feedback that you have submitted.

- **Patients unable to get an appointment with a GP** - North Brink Practice is a nurse-led service and has been since 2016. This clinical model allows us to operate similarly to a large ward at a hospital, with the nursing team reporting directly to one of the GPs if needed, allowing us to see considerably more patients compared to a GP only model. This is exacerbated further as there are challenges amongst our locality in finding and employing general practitioners, meaning that our acute on the day appointment capacity would be substantially less if we did not operate this way. Furthermore, as a training practice, this way of working allows our nurses to develop their skills further than a 'traditional' practice nurse, offering them the opportunity to work independently and obtain their prescribing masters degree in Advanced Clinical Practice.

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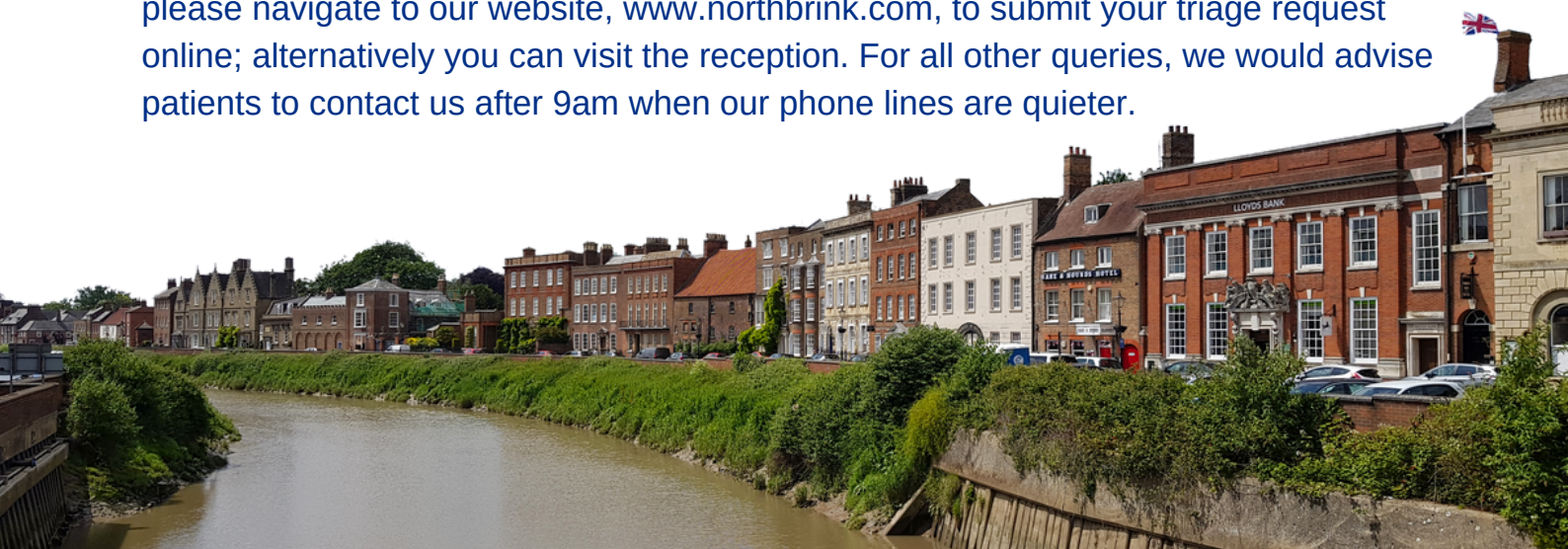
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Patient Feedback & Our Responses

- **The 'Klinik' triage service** - North Brink Practice implemented the Klinik triage system in January 2022 to help us better manage our patient's needs and the increasing demand on general practice. Using this system, we can guarantee that our on-the-day appointments are prioritised to those patients that require them whilst ensuring that adequate advice, support & sign posting is given to patients with minor ailments and conditions. Whilst we understand that some patients may not like this way of working, it has allowed us to use our clinical time more efficiently, prioritise patients based on their needs and allow us to treat more patients on a daily basis.
- **Receptionists asking for the reason for an appointment** - as above, our receptionists are trained to signpost patients to more appropriate services depending on their condition, as not all patients need to be seen, allowing us to prioritise our appointments to those based on their clinical need. Additionally, our receptionists will ask you what the problem is to ensure that you are booked into the correct clinic with the most appropriate clinician or, if need be, sent through the Klinik triage system. This is to ensure that all of our appointments are booked appropriately based on the needs of the patient.
- **The phone lines are busy at 8am** - we recognise that the phone lines are at their busiest at 8am in the morning, that is why we have approximately 10 staff members answering calls within the first hour of opening. If you are ringing us at 8am to arrange a triage request for an on-the-day appointment and are struggling to get through, then please navigate to our website, www.northbrink.com, to submit your triage request online; alternatively you can visit the reception. For all other queries, we would advise patients to contact us after 9am when our phone lines are quieter.



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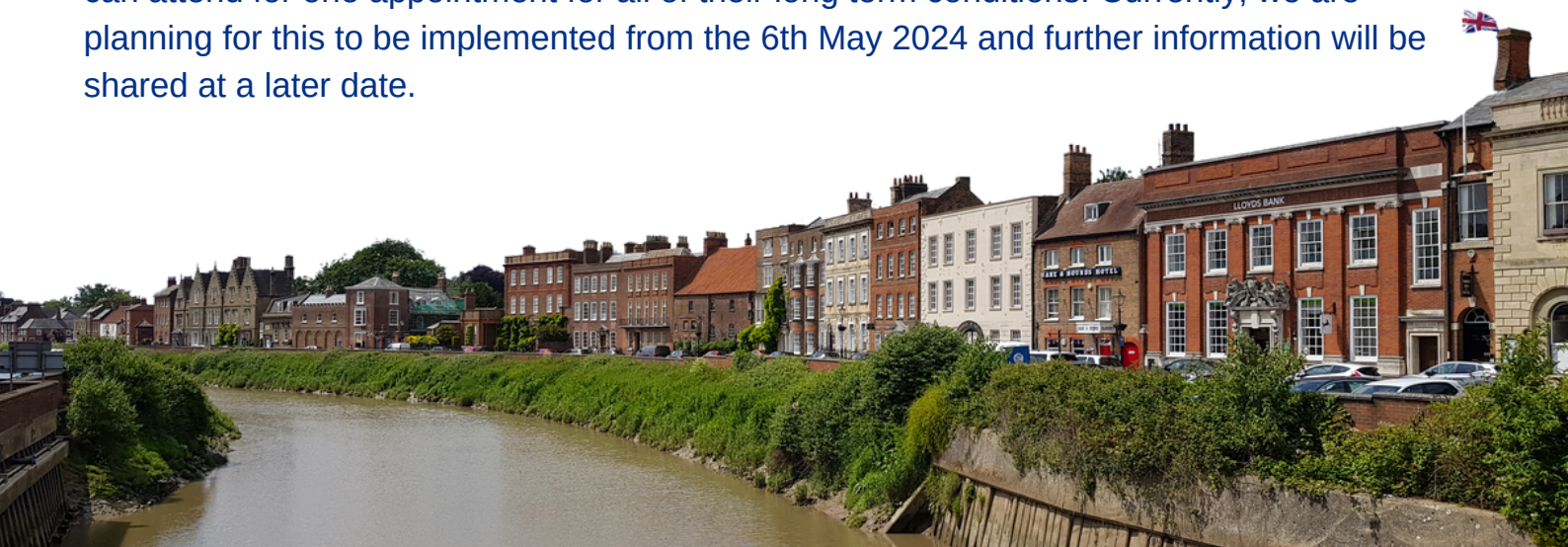
Patient Participation Group

If you would like the opportunity to have your say, contribute to the shaping of future services and become part of our Patient Participation Group, please scan the QR code below and enter your name and email address. Alternatively, give your name and email address to a member of our Reception team.



Long Term Condition Reviews

North Brink Practice is currently in the process of changing how the long term condition reviews are managed for our patients. Currently, the system in place means that patients with multiple conditions need to attend multiple appointments, which we understand is inefficient for the practice, and more importantly, more hassle for the patient. Moving forward, we are working towards setting up a 'Long Term Condition' clinic, where patients can attend for one appointment for all of their long term conditions. Currently, we are planning for this to be implemented from the 6th May 2024 and further information will be shared at a later date.



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Staff Training & Bank Holidays

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

- Thursday 18th April 2024 - 2pm to 5pm.
- Thursday 16th May 2024 - 2pm to 5pm.
- Thursday 20th June 2024 - 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 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 29th March 2024 and Monday 1st April 2024.
- Monday 6th & Monday 27th May 2024.

