

AR RAZI MEDICAL CENTRE

NEWSLETTER

VOL 2

Welcome to the second newsletter. Apologies that this one has been quite tardy in its appearance; it has been a very busy time at the practice, and in the wider NHS at large.

On the housekeeping front, the new telephone system is in place. We hope that this has made some difference and it's easier to contact the practice when you need to. The waiting room is currently undergoing a facelift. We have removed all the plastic plants and we hope to have some uplifting, motivational sayings done in calligraphy along each side. We are also looking at having a water feature built into the corner, but will have to consult with Health & Safety first to make sure it is viable. This is being done to promote a feeling of calmness and well-being and to reduce stress in the waiting room area. If you have any suggestions on the facelift, please get in touch.

On 5th April Ar Razi joined forces with a practice down the road Sayeed Medical Centre and hosted a Diabetes Awareness Day. It was a very successful collaboration and we hope to have more of these events. Ar Razi concentrated on the 'Safer Ramadan' initiative. It would be great if you could put forward ideas that you feel would make interesting projects for us to undertake.

And now for the main subject of this newsletter - Some of you may be aware that the new GP contract came into effect on 1st April 2019. It means some changes to the current method of the delivery of GP Services across the country.

The NHS has issued a basic interpretation of what a Primary Care Network is.

Since the NHS started 70 years ago, the population has grown and we are living longer, some with long term conditions such as Diabetes, Heart Disease and Asthma or suffer with Mental Health issues, so accessing the correct help from the available services has become more important than ever. That's why many GP practices are working together and alongside community services, mental health, social care, pharmacies, hospitals and voluntary services in local areas covering around 30 to 50 thousand patients. These are called Primary Care Networks. Working together means they can have bigger teams of staff including GPs, nurses, pharmacists, and Mental Health professionals. It means they can stay open for longer and by sharing staff, they can give patients better access to specialist health professionals and services. They can share information and technology to offer better services to patients. A PCN will hope to improve the access that patients currently have of evening and weekend booked GP appointments at HUBs, online booking of appointments, ordering of prescriptions or passing information to the practice like blood sugar readings or blood pressure measurements. This will allow patients to take more control of their own health conditions. Data sharing means that those patients with complex health needs and are seen by multiple services and those who

need it have all the necessary information to hand when treating these patients. The world has changed in the last 70 years and our NHS is changing so that within our own communities, patients can access the right care for their own needs.

Ar Razi Medical Centre has joined together with neighbouring practices and become a Primary Care Network named Leicester Central PCN. This means that the eight practices in this PCN will be working collaboratively to deliver GP services. The eight practices are Sayeed Medical Centre, Heron Medical Practice, Bowling Green Street Surgery, Shefa Medical Practice, Community Health Centre, Highfields Medical Centre, Highfields Surgery and of course Ar Razi Medical Centre. Initially, the PCN will deliver a service known as Extended Access. This will mean that each surgery will be open outside of core opening hours for a half hour per 1000 registered patients. Ar Razi Medical Centre will then be open either before 8am or after 6.30pm one day a week for one and a half hours. During that time, we hope to have an in house pharmacist in situ to do medication reviews and answer medication queries. The reception will be open to allow patients access to order and collect prescriptions, amongst other administrative operations that may be required.

The plans laid out within the GP Forward View for the future is to have in house physiotherapists, social prescribers, paramedics and other staff, allowing GPs to concentrate on delivering long term care for patients that require it.

There will be a launch of the Leicester Central PCN in the near future and this will be widely advertised. We hope you will be able to attend.

Your feedback on the issue of Primary Care Networks would be invaluable so please send questions and comments to:

arrazimedicalcentre@gp-c82105.nhs.uk