

### Practice Manager's Welcome.

Thank you for subscribing and welcome back to our bi-annual newsletter. The COVID-19 pandemic has been difficult and has challenged us all in a variety of ways; I would like to take this opportunity to thank all of the patients that took the time to offer us their support, issuing us with praise but mainly for their understanding for the many changes to service delivery over the last 16 months. We have remained open throughout the whole pandemic continuing with a face-to-face provision despite other surgeries in the country closing their doors. Recently, demand for our services has risen further but we still aim to offer as much clinical time as possible to our patients within our resources. Thank you for your support.

**Staffing.** Additional funding has been provided to Primary Care Networks (PCN) since July 2019 to provide additional staffing aiming to support GP appointment demand. We have actively recruited a Social Prescriber, Pharmacist, Pharmacy Technician, Care Co-ordinator, Physiotherapist and Nursing Associate to offer more healthcare services for you. It does not stop there as we aim to bring more staff in to offer more mental health and clinical appointments. We aim to continue with our Nurse Practitioner Home Visiting Service following excellent feedback from our patients.

**Appointments.** Demand is currently high. We are continuing with the model to telephone triage all patients initially, if a clinician feels they need to see you face-to-face after triaging they will arrange during the call to bring you down to one of our surgeries. Our patient survey, pre-pandemic, completed in February 2020 showed that 74% of patients wanted pre-bookable appointments for up to two weeks in advance; we are pleased to say this is now available with Doctors, Nurse Practitioners, and our Pharmacist. Soon, we will be starting online appointment bookings again, but please be aware that this will be for a clinician to call you back and triage in the first instance.



**COVID Vaccines.** Most of you will be aware that our staff have heavily contributed to the national COVID vaccination campaign delivered from Jubilee Medical Group at Cobblers Hall. As a PCN we have managed to vaccinate over 35,000 patients whilst continuing to deliver primary care services simultaneously. The effort from our staff received a personal thank you via video link from the Secretary of State for Health, The Rt Hon Matt Hancock MP. We have started inviting patients from the final cohort (Cohort 12, 18 to 29-year olds). Thank you for your co-operation and your patience throughout this campaign.

### Patient Participation Group (PPG).

Message from the new Chair of the PPG, Sue Cook: "Bewick Crescent Surgery PPG is made up of a group of patients, carers and GP practice staff, who meet on a regular basis to discuss practice issues and patient experiences to help improve the service. Our main aim is to ensure that the practice puts the patient and their improved health at the heart of everything it does. Membership of the PPG is open to all patients and I would encourage you to join the PPG supports health promotion events and works with the practice to improve health for everyone, as well as acting as ambassadors for the practice. If you are interested, please use the contact us tab on our practice website [here](#)."



I would like to take this opportunity to thank all members of staff at Bewick Crescent Surgery for continuing to provide healthcare for us its patients, during these unprecedented times; And to also thank them for their amazing contribution to the COVID vaccination programme currently being carried out. Thank you.



**Text Messaging.** The practice now sends out texts containing links to questionnaires for patients about their health and lifestyle. We felt this is more convenient for patients; you can opt out at any time by contacting the surgery on 01325 316637.



**General Practice Data for Planning and Research (GDPR).** NHS Digital is changing the way they extract your data and plans to carry this out from 1 July 2021. You can opt out of this extraction but must do so by filling out this form and hand it into our reception **by 23 June 2021**. For more information from NHS Digital click [here](#) or go to our website for more details [here](#).