

Market Weighton Practice Newsletter

Issue 6: November 2022

Welcome to our Practice Newsletter



We're pleased to send you another edition of the Market Weighton Practice Newsletter.

This contains Practice news, updates and wider primary care messages and announcements, which you can expect to

receive on a quarterly basis.

We will continue to let you know of any upcoming events, or ways you can get involved in Trust activities and how you can make a positive impact at your Practice.

Your feedback on this newsletter is welcomed, and we would also be delighted to hear of any ideas and content you would like to see in a future edition. You can send these to hnf-tr.communications@nhs.net.

We hope you enjoy this newsletter and look forward to the next copy in the Spring.

Iqbal Hussain, GP Lead for the Community & Primary Care Division at Humber Teaching NHS Foundation Trust

Looking at our data

Every quarter, we release what we call our GP infographics, which aim to give you an insight into the goings on at your local Practice.

The latest infographics can be found on the right hand side of this page, and relate to the three month period between July and September 2022.

We hope you find these infographics insightful.

You can also find them on the Practice website here:

<https://bit.ly/3zu2y09>

MARKET WEIGHTON PRACTICE

In the three months between July and September 2022, we have:

9,564
ATTENDED
APPOINTMENTS

228
DID NOT ATTEND
APPOINTMENTS

22,515
TELEPHONE CALLS
ANSWERED

181
NEW
REGISTRATIONS

11,272
PRESCRIPTIONS
ISSUED

1,814
ONLINE
CONSULTATIONS

230
HOME VISITS

9,428
TOTAL PATIENTS
REGISTERED



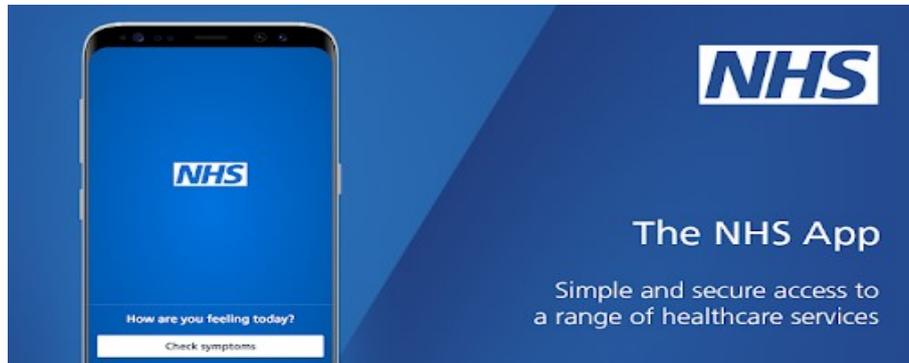
Using the NHS App

Download the NHS App, or open the NHS website in a web browser, to set up and log in to your NHS account.

Owned and run by the NHS, your account is a simple and secure way to access a range of NHS services online.

Find out more here:

<https://www.nhs.uk/nhs-app/>



Accessing your medical records

You might be able to use your Practice's online services and or the NHS App to view your medical record. However, it's important to understand that, in order to view your full record as opposed to your medicines and allergies alone, you need to register for online services and prove who you are.

Simply contact us to ask about online access and we will be happy to explain the process.

You can also out more on the NHS website here:

<https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-get-your-medical-records/>

NHS 111

If you need medical help fast but it's not a life-threatening situation, you can call NHS 111 for free.

You should call 111 when you:

- think you might need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

What happens when you call 111?

When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse. You can call 111 any time of the day.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter.

Please remember to call 999 in an emergency, when the circumstances are urgent and life threatening.

Getting to know your Practice

We hope that you enjoy reading the latest news and updates, but we also hope that this newsletter will help you get to know your local Practice and the people who work here better.

Welcoming our new GPs

We are pleased to welcome two new GPs to our Practice, Dr C Uduka and Dr A Jafri.

Mask wearing update

Due to the increase in Covid-19 cases locally, we have reinstated mask wearing in all clinical areas and in non-clinical areas that cannot maintain a 1 metre distance.

Patients and visitors must wear masks to access our Practice services, unless medically exempt. We appreciate your cooperation.



You said, we did

As a Practice, we take your feedback seriously and we listen to what you are saying about the services you are receiving.

You said:

“There are some areas of the practice website that may benefit from a review”

We did:

A Practice website review has been undertaken in conjunction with the Trust’s Communications team. Relevant changes have been identified and made to the website, with a view to make it more accessible and easier for patients to use.

You said:

“Could you give any more options to rebook when the Practice cancels an appointment.”

We did:

Cancelling appointments is a very last resort for the Practice, but sometimes this is unavoidable.

We have reviewed our process and added an option to be able to reply to a cancellation text message, so you can make it clear when you wish us to re-book an appointment.

Some patients prefer to rebook themselves online or by telephone, but this gives patients another option.

Receiving this newsletter

We listened to your feedback and opted to maintain a digital focus for publishing and sharing this newsletter, in order to only reach those who wish to receive it, and to minimise paper waste.

For patients who wish to receive a physical copy, you can collect one from the Practice the next time you visit, or sign up to receive a paper copy to your home address.

You can sign up for this service on our website, here:

<https://marketweightonpractice.nhs.uk/news/newsletters/>

Thank you for taking the time to read our quarterly Practice Newsletter.

We hope you have found the information relevant and useful to you.

If you have any feedback, please feel free to email our Communications Team on

hnf-tr.communications@nhs.net