

Market Weighton Practice Newsletter

Issue: 02 | November 2021

Welcome to our Practice Newsletter



We're pleased to send you the second edition of our new Practice Newsletter.

This contains Practice news, updates and wider primary care messages and announcements, which you can expect to receive on a quarterly basis.

In this edition, we illustrate the latest You Said, We Did updates and how to access the right support for your needs. We also introduce you to some of the services we deliver from our Practice.

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 of content you would like to see in a future edition of the newsletter. You can do so by emailing hnf-tr.communications@nhs.net.

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

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

You Said, We Did updates

You said: 'No face-to-face appointments'

We are aware that patients feel there needs to be more face-to-face appointments.

We did:

We have been working with NHS guidelines during the pandemic, to offer a telephone triage first model.

As we move forwards, we are now offering patients more choice on what kind of consultation they would like.

Face-to-face and telephone appointments are available to book online.

You said: 'No card payments'

You told us it would be easier if you could pay by card.

We did:

We have installed a card payment machine at the Practice, which allows patients to pay for non-NHS services in the way that best suits them. We still accept cash payments for those who prefer this option.

You said: 'Not enough full time GPs'

We appreciate some of you feel that our GPs should work at the Practice on a full time basis.

We did:

We are pleased to announce that we have successfully recruited one new full time GP.

We will be sure to introduce them to you in future communications.

We continue to recruit GPs on an ongoing basis to help us grow and enhance our diverse team at the Practice.

You can read all of our latest 'You Said, We Did' updates on our website, here:

<https://www.humber.nhs.uk/Market-Weighton-Practice-You-said-we-did-Update.htm>

Accessing the right care for you

Self Care  For common ailments and illnesses. Such as: - grazed knee - common cold - sore throat	NHS 111  For non-urgent concerns which you want help for quickly. Including when: - you're unsure - you feel unwell - you want advice	Pharmacy  For general concerns and ailments. Such as: - aches and pains - headaches - upset stomach	GP Practice  For symptoms that don't go away. Such as: - back pain - ear pain - skin conditions	UTC  Urgent Treatment Centres are for non-life threatening, urgent problems. Such as: - sprains - fractures - minor burns	Emergency  Call 999 or go to your local A&E for emergencies only. Such as: - unconsciousness - severe bleeding - breathing difficulties
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Sometimes it can be challenging to know where to go.

It's important to familiarise yourself with the options in your local area, to help you get the right help, at the right time.

Please note: some areas may have Minor Injuries Units, rather than a UTC. Please check your local department is the right place for you. If unsure, you can call NHS 111 at any time for advice.

Accessing the right care for you

We understand that sometimes it can be confusing to know what to do when you feel unwell.

Unlike in the past, there are many options available to you, outside of booking a GP appointment.

In addition to the below, we will be providing more information in the future to help make this as clear as possible.

NHS 111

NHS 111 is a national service for those who are experiencing a new medical problem and don't know what to do. The service is available 24/7 by calling 111 or going to the NHS 111 online website.

Our Practice is connected to this service, which means that when dialling 111, if the professional on the other end of the phone finds that a GP Practice appointment is best suited to your individual need, they can book one for you, sometimes even on the same day. If you need to go elsewhere for treatment, they can also help you with this.

This is a great method of booking with us, as it means that you can feel certain that you are accessing the best service for your individual need.

Did you know?

Between April 2021 and August 2021, 1,353 Market Weighton patients contacted NHS 111.

Of these figures, only 308 patients needed a Practice appointment, which equates to 22% of all calls.

All other calls were signposted to the most appropriate place for their care, including local Urgent Treatment Centres, Pharmacies, Emergency Departments, and others.

Get Help Sooner

The Get Help Sooner campaign is an online tool to help you understand the options available in the East Riding.

Find out more here: <https://www.eastridingofyorkshireccg.nhs.uk/your-health/gethelpsooner/>

CQC Rating

We're pleased to announce that Market Weighton Practice has been rated 'Good' by the Quality Care Commission (CQC).

While we are proud to maintain this achievement, the Practice strives to continuously improve services and focus on the areas of recommendation moving forwards.

You can read the latest report, published 21 October 2021, here:

<https://www.cqc.org.uk/location/RV9Y1?referrer=widget3>

Inspected and rated

Good



We have a new website!

We are delighted to celebrate the launch of our new website.

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

When visiting the new website, not only will you notice that it looks more modern, but we also hope that you will find it easier to use.

We have our core features listed as buttons on the home page, for quick access to the most commonly used options such as:

- Book an appointment
- Order a repeat prescription
- Contact the practice, and much more!

You can also find our latest news, information about the services we provide, and a new option to see the easiest ways to cancel your appointment.

This is an extremely important new feature, as it will hopefully decrease the number of Do Not Attends (DNAs) that we continue to experience each month.



Friends and Family Test

The Friends and Family Test (FFT) is a short questionnaire which gives you the chance to provide feedback on the care and treatment you've received at our GP surgery - the good and the not so good. It helps us to improve our services overall.

The questions are answered anonymously which means you don't have to give us any personal information. You can have a family member or carer help you complete the survey.

Learn more and access the FFT here:

<https://marketweightonpractice.nhs.uk/friends-and-family-test/>

**We want
your
feedback!**



Go digital with your GP Practice

We understand that not everyone feels confident when using digital options, but we want you to know what is available to you, should you be open to exploring new ways of accessing our GP services.

Practice online services

Our online services help you book appointments, order repeat prescriptions, arrange online video consultations and view your medical record. Many patients find this more convenient than calling the Practice as it saves them time.

To sign up, please contact our reception. You will need to provide proof of ID and something with your address on, such as a paper utility bill or bank statement. If you don't have these, please talk to us and we can discuss alternatives.

You can also find out more on our website, here: <https://marketweightonpractice.nhs.uk/online-services/>

Download the NHS App

We're pleased to see there has been significant increase in the uptake of the NHS App with our patients.

The NHS App can help you do many things online. Including booking and managing appointments, accessing your medical records and using the NHS Symptoms Checker. It can also provide Covid-19 advice and your Covid Pass.

We acknowledge that the download process can be challenging. If you need additional support, you can pick up a guide leaflet from the Practice reception or speak to us for advice.

You can also see full step-by-step instructions on the NHS website, here: <https://www.nhs.uk/nhs-app/>

NHS 111 Online

Did you know that you can access the 111 service online, as well as over the phone? You can use your computer, mobile or any other digital device to use the 111 website, and to get help for your symptoms quickly and easily.

You can access it here: <https://111.nhs.uk/>

Specialist services delivered from our Practice

We offer additional specialist services at a local level, right from our Practice.

We're pleased to let you know about our YOURhealth and Podiatry services, which are available to all patients who need them.

YOURhealth Service

The YOURhealth service is available 3 days a week – Monday, Wednesday and Thursday.

The service has two main roles at the practice, a Community Link Worker, who can support patients with signposting to services which can help with a variety of non-medical issues such as loneliness, carer support, welfare, debt, housing and relationships.

The other is a Health Trainer, who can provide a programme of support for health and wellbeing improvement, including smoking cessation, weight management and alcohol management.

To book an appointment, call the service on 0800 917 7752 or visit <https://www.nhs-health-trainers.co.uk/> for more information.



Podiatry Service

The Podiatry Service is available at the Practice on Tuesdays.

The service is staffed by qualified Podiatrists, who have been trained to diagnose and treat foot conditions. They also give advice to prevent issues in the future, such as the correct shoes to wear. You may want to book an appointment in Podiatry if you are having recurrent pain in your feet, or if you suffer with things like ingrown toenails.

Please speak to your clinician about booking an appointment with our Podiatry Service.

Helpful information

Home Visits

Home visits continue to be available to those who need them most.

Patients who require these services have been informed of the process by which they can book a home visit. If you feel that you need more information about this, please speak to our reception team.

We encourage those who are feeling very unwell to seek urgent treatment right away. If it is an emergency, call 999 or go to your nearest emergency department immediately.

Our Complaints Process

We understand that we don't always get it right.

We want you to know that we have a Complaints Process for those instances, which can help make your voice heard when you have had a negative experience or would like to raise a concern about the care you have been given.

Patients who want to submit a complaint can do so using one of our four options:

- Telephone: 01482 303930
- Email: hnf-tr.complaints@nhs.net
- Online form: <https://www.humber.nhs.uk/Services/complaints.htm>
- Letter to: Complaints Team, Trust Headquarters, Willerby Hill, Beverley Road, Willerby, HU10 6ED

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