

IMPROVED ACCESS NEWSLETTER



Northern Primary
Care Collaborative

January Edition



Welcome to the second edition of our improved access newsletter. Services across the patch are now well established with positive feedback from both patients and staff.

You can find information and documents relating to improved access on our new website www.ndgp.co.uk

Many thanks to Dr Sam Tapsell for developing this website. Please feedback any comments and queries about the website to stapsell@nhs.net

APPOINTMENTS UPTAKE

We are pleased to see that Improved Access appointments are increasingly popular in North Devon.

We also offered appointments on Christmas, Boxing and New Year's Days with 96% uptake of appointments

Welcome to new practices

We are pleased to welcome new practices, Queens and South Molton, who started services in January 2019. From April 2019 we are delighted that Coombe Coastal, Lynton, Caen, Bradworthy and Holsworthy will be providing services. Details to follow.

Rota for Quarter 2

The rota for January to March 2019 is available and has been circulated to practices.

Pharmacy Services

From January 7th appointments will be available from Lloyds Pharmacy, High Street Ilfracombe, Saturdays 9am – 12pm. The lead Pharmacist is Joyce and you can book an appointment by telephoning 01271 862058.

Uptake for October, November & December 2018 was as follows:

Provider	Provided		
	Combined (GPs, Nurses, HCAs & Other)	GPs	Other
October 2018	87%	91%	84% - Nurses, HCAs and other
November 2018	90%	98%	84% - Nurses, HCAs and other
December 2018	92%	97%	88% - Nurses, HCAs and other

Pharmacist appointments continue to be available at:

Tescos Barnstaple, weekdays 6.30pm-8pm.
Saturdays 9am-12.30pm.

Lloyds Sainsburys, weekdays 6.30pm-8pm.
Saturdays 9am-12.30pm.

Patient Satisfaction Survey

As part of our contract with the CCG we are required to provide patient satisfaction feedback. Details have been circulated to all practices. Patients are able to complete either an online or paper version of the survey. It is important that we receive this feedback as this will inform the way we design services in the future.

Follow top tips for booking patients to avoid patient disappointment

Staff across practices are able to access all clinics and book patients into services across providers. Booking guidance and patient suitability criteria is available on the

ndgp website. Please encourage receptionists to review the criteria to ensure patients get to the right services.
www.ndgp.co.uk

Procurement of IA Services

Formal procurement for the provision of IA services across the whole of Devon has commenced. Provision of this service would be from 1st April 2020. We are keen to retain local service provision and are working closely with the other GPs across Devon to submit a joint bid. The Northern Primary Care Collaborative Board will be kept informed of progress and we would like to assure practices that we have every intention of keeping services local and primary care led to ensure continuity.

Diary dates

The next implementation group meeting will take place on Thursday 28th February 2.30pm at Bideford.



For all queries regarding
Improved Access

Caroline Sanford Wood

Northern Primary Care Collaborative Improved Access Lead

Email : caroline.sanford-wood@nhs.net Tel : 01237 476363