



Newbury Street Practice

1) What are NSP doing to meet these challenges?

- **Expanding the Team** – Welcome Dr Phil Young – new GP, Mr Garreth Saunders – Advanced Care Practitioner and Dr Marie Brimfield – new GP - as well as several new colleagues employed through Wantage Primary Care Network
- **Digital Transformation** - empowering patients to take control of their own health.
 - NSP website regularly refreshed with up to date information
 - NHS App – NSP encourage all patients to consider using this tool.
 - Internal digital tools – cloud-based telephony, Accuryx texting service
- **Improved Care Navigation** – Right Care Right Place Right Time
 - Introduction of the Signposting Toolkit for our Patient Co-ordinators to more effectively direct Patients to the most appropriate option for their issue
 - Community Pharmacy Consultation Scheme – referring direct to local Pharmacy colleagues for minor illness conditions.
 - Care Navigation Card scheme – launching in January 2024 to help patients with certain medical circumstances be identified more easily to our team and the most appropriate care offered to these patients.
- **Patient Education** – to take control of own health.
 - Focus on increased physical activity for patients & our staff.
 - Health Kiosk in our waiting room
 - Self-referral options – Achieve (weight loss), Talking Therapies (mental health support), Connect Health (physio), Sexual Health Clinic and Minor Eye Condition Service

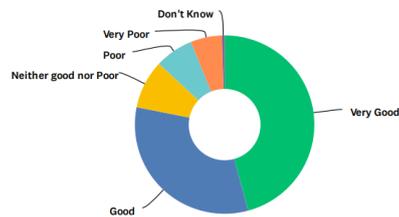


Newbury Street Practice

- **Taking Feedback from Patients** – verified sources such as Friends & Family Survey, Compliments & Complaints & waiting room surveys.

Q1 Thinking about your GP Practice overall, how was your experience of our service?

Answered: 636 Skipped: 2



ANSWER CHOICES	RESPONSES
Very Good	45.75% 291
Good	32.39% 206
Neither good nor Poor	8.81% 56
Poor	6.92% 44
Very Poor	5.66% 36
Don't Know	0.47% 3
TOTAL	636

“You Said, We Did”: examples of how NSP have responded to feedback over the last year:

1) Patients said they wanted more F2F appointments:

We have employed an experienced ACP with a template almost entirely F2F – 4 days a week.

We have changed our PA template to almost entirely F2F – 4 days a week.

2) Patients said they wanted to book GP appointments in advance:

We changed us fully on the day template to 1/3 prebooked calls and 2/3 on the day.

3) Patients said they wanted to book a postnatal check & a baby check in advance:

We introduced appointments in advance for patients to book for this reason.



Newbury Street Practice

4) Patients said they wanted continuity with own GP especially those elderly or frail

We introduced a session fortnightly for GPs to focus on patients with long term conditions

5) Patients said they wanted to be able to book blood tests on-line:

We opened online booking with advice about having the test requested before booking

6) Patients said they wanted out of working time appointments for smears:

We set up a Wednesday evening smear clinic and some Saturday morning clinics.

- **Patient Collaboration** – with our supportive PPG
 - Regular monthly meetings
 - Zoom meetings, Health & Wellbeing Event, AGM
 - Working with CSP PPG on shared items
 - Regular newsletters produced.

- **Staff Wellbeing** – Our Team is our most valuable resource & we want to support them in doing their best to help our patients.
 - Monthly staff lunches, compliments board, social evening
 - Daily Huddle
 - Regular training, protected teaching time, team meetings
 - Internal appraisal for all staff

- **Quality Improvement Projects**
 - Working with NHS England on their GP Improvement Programme – a 26-week intensive support programme
 - Expanding Extended Building – a practice premises fit for the future!



Newbury Street Practice

The last 12 months have been busy!

✓ new Waiting room

✓ new Clinical rooms

✓ new Practice Manager

✓ new GP

✓ new Practice Nurse

✓ new Advanced Care Practitioner

✓ new Patient Co-ordinator

✓ new Medical Secretary

✓ new CQC rating



Newbury Street Practice

Q. Why are GPs taking time to do Flu & Covid jabs when they could be done by others in the practice team?

A. The Flu Campaign is a team effort – GPs, Nurses and non-clinical staff all work hard to organise the campaign and to vaccinate as many people as they can before flu season starts.

Often the Nurses do more vaccinations in the week, but the big Saturday Clinics are important as we offer vaccines to several thousand patients, so it is all hands to the deck and both Nursing Team, GPs & nonclinical team members work additional hours during the Autumn campaign.

With regards to the Covid Campaign, NSP have previously vaccinated thousands and thousands of our patients but this Autumn we have focused on the most vulnerable such as the Care Home residents, the Housebound and those with Immunosuppression as they have been at highest risk. Only 3 of our GPs completed the additional Covid Vaccine Training to allow them to offer vaccination to the Care Home Residents they look after.

Q. When are the hearing aid clinics upstairs being reinstated?

A. These are not run by Oxford Health not NSP. Our Practice Manager can share the details. NSP are hoping to set up our Loop hearing support system again soon, in the waiting room.

Q: Why do I have to wait so long in a queue to speak to the practice at 8:30am, Monday mornings?

A: We know this is a big frustration for our Patients and we have put several things in place to tackle the high call volume in the mornings which is always higher on Mondays.

We use Surgery Connect which is a cloud-based telephony system that gives us real time data on how many people are queueing and how long for. This allows us to move some of the rest of the practice team to answering the phones, although we are mindful of the impact on slowing work of the rest of the practice if we move staff too often or for too long.

Also, this phone system offers a helpful callback feature so Patients do not have to wait in the queue, they can simply request a callback and stay in line for the practice to ring them.

Q. Why have all the GP appointments gone when we finally get through?

Recently, we have put a Care Navigation Toolkit in place for our Patient Co-ordinators to support them in asking a few more questions of patients to better understand what help they are looking for. Where appropriate, this then enables our team to signpost to other

services i.e., minor illness conditions to the local pharmacies or self-referral pathways such as to physiotherapy services. This will reduce future calls to the practice and leave capacity for those patients who need to speak to a GP as they have complex medical needs. The Toolkit helps our Patient Co-ordinators book the most appropriate appointment and that may not always be with a GP – we have a diverse team of colleagues that can help such as Clinical Pharmacists, First Contact Physiotherapists, and a Mental Health Practitioner.

We are also encouraging patients to sign up to the NHS App which can allow them to see their own GP records including any results of investigations, read the follow up plan in their notes or order repeat medications which we hope will also reduce the call volume to the practice.

We have also expanded our Clinical team with 2 new GPs and a new Advanced Care Practitioner, as well as having Dr Ewart back after a period of maternity leave. This all equates to a significant number of appointments extra to what we have had to offer.

Q. Can you book GP appointments ahead?

A. Yes, after taking the strong messages from last year's PPG AGM we introduced pre-bookable telephone GP appointments up to 2 weeks in advance and these make up about 1/3 of GP appointments each day.

Q. How many more GPs do you have room for in this newly extended building?

A. Firstly, the newly extended practice is very welcome space as the Team have had to share rooms and "hot desk" for some time before completion. However, GP recruitment is difficult for lots of reasons that Dr Ladd discussed in her talk, but we are very pleased to have recruited Dr Young who some of you have already met and Dr Brimfield who start with us in the new year.

We have also recruited another 8 session a week colleague – Garreth Saunders who is an experienced Advanced Care Practitioner who is working with the GP team to see and treat minor illness/urgent on the day care.

With the local population increasing and our practice list size increasing, NSP are always on the look out for the right people to join our team including GPs, and we do have a couple of spare rooms now!

Q. When should we use Anima, and do those consultations take priority over other types of GP consultation?

A. We are on a journey with our online consulting having first worked with Econsult, and now Anima. We recognise this way of consulting is popular with patients, and convenient and we want to offer a range of options for patients to consult with us.

Currently we have reduced the remit of Anima to administration queries only but now we have an expanded team we are reviewing the best way to use Anima for our Patients.

Worth highlighting that the more Anima consultations we take, the less phone calls and face to face appointments we can offer so I think there is a balance to work on, but Anima consultations are not given higher priority than other routes of consultation.

However, this is under review, and we hope to give an update soon on how the Practice will be using Anima in the New Year.

Q. When does this get too much? Pressure on GPs, increasing practice population? At what point is General Practice no longer viable?

A. Nationally, there are all sorts of things happening to different practices – closure, merger with others, take over by hospital trusts. However, at NSP we're confident we have a strong team, supportive patients and renewed enthusiasm ready to face whatever challenges come next - we're not going anywhere so hopefully that reassures people NSP is here to stay!

Huge thanks to the NSP Patient Participation Group for organising the AGM and to you, our Patients for joining and, or reading this document.

The NSP Team