

# Cardinal Medical Practice Newsletter

Issue 2



## Greetings

Welcome to our latest issue of our brand new patient newsletter! You can expect our patient newsletter to be updated every 3 months. A copy will be available through the practice website at-

[www.cardinalmedicalpractice.co.uk](http://www.cardinalmedicalpractice.co.uk)

Our newsletter will also be available to pick up in waiting rooms across all three of our sites.



## Recruitment Update

We are very pleased to announce that we have recruited the following additional clinicians to our team:

- Nurse Mckeogh (ANP – Joined the team in June)
- Dr Perceli (GP – joined the team in May)
- Dr Okoduwa (GP – joining the team in September)
- Dr Onuoha (GP – Joining the team in October)
- Dr Balachandiran (GP – joining the team in August subject to final exams)

## Stats

### May '24 appointment numbers

AMGP Requests = 6,553

Completed Appointments = 9,807

DNA's (Did Not Attend) = 391

### June '24 Appointment numbers

AMGP Requests = 8,722

Completed appointments = 8,996

DNA's (Did Not Attend) = 420

## What's new?

Our brand new telephone system is up and running and we would like to share with you some statistics for May and June.

### May '24

Inbound calls = 15,098

Average Queue time = 14m 06s

Virtual Queue Callbacks = 2,799

### June '24

Inbound calls = 12,413

Average Queue time = 8m 37s

Virtual Queue Callbacks = 1,891

## Did you know?

### Turnaround times

**Repeat Prescriptions** – 72 working hours

**Letters from hospitals** – 10 working days from date of receipt (if the hospital deems medication as urgent, they will issue up to 14 days' supply)

**Non-NHS work (requests from GP's)** – 28 working days.

Please note, we do not issue letters for school attendance. We can however print off proof of appointment.

## Useful Information

Phone lines – call back service. We have updated the message on the phones to advise that if you are calling from a withheld number, the system will not be able to call you back, as a number has to be available. Please therefore do not use this option if you are calling from withheld number.

## Did you know?

If you need to cancel an appointment, this can be done in many ways. Via the NHS App, SystemOnline and by calling the surgery and selecting option 3. There is also a custom action on the homepage of AskmyGP, which is available 24/7. We politely ask that if you need to cancel an appointment, this is done in a timely manner in order for us to use this appointment space for another patient.

## Message from the PPG

*The PPG (Patient Participation Group) are critical friends of Cardinal Medical Practice, giving feedback from the patients' point of view, improving communication and offering practical ideas. We are volunteers who aim to meet with Practice staff every two months.*

*If you want to know more or are thinking of joining us, please do contact the Practice Manager via the Website.*

*Christine Shaw, Chair*



## Useful Information

*Contact Number - our practice number is 01473 741349. Some patients are still calling the old legacy numbers for Deben Road and Norwich Road which will soon become obsolete, so please update your contact details for the practice or check the website that has the correct numbers.*

## Practice Manager Update

*Whilst the NHS is under extreme pressure and has been for many years now, especially with the national shortage of GPs, we do recognise that this can cause worry for our patients wanting to be seen, and the frustrations this brings when we offer other services that have been commissioned to alleviate the pressures off General Practice, such as Pharmacy First who can deal with Minor Illness conditions. Whilst we endeavour to provide the best care we can, we understand that there are times when we have fallen short of the level of service that you, or we would want, however, we do ask that you be kind and respectful to our staff who work tirelessly to meet your needs. Abuse of any sort, whether it be verbal, physical or via social media will not be tolerated and we will remove patients from our list if any untoward conduct is brought to our attention. We do not expect any of our dedicated staff to be abused in any shape or form, and I wish to thank those who are understanding of the pressures we are all under. If you have any feedback whether it be positive or constructive, there is feedback forms available from reception at any of our three sites.*

## New site

*We are waiting on an update from NHS England on progress for the new site. Further communication will be released as soon as we have it.*

*We appreciate that the completion date was originally set for 2021 but due to Covid-19 and associated issues, this has caused significant delays, which are completely out of our control.*

*We are very excited about the future and finally being able to move into our new home.*

## What's new?

*Online Registrations - we are piloting from 15.07.24 the opportunity for any new patients to register with the practice online via our website, where you will see a link for online registrations.*

*For any new patients who wish to complete hard copy registration forms, these can still be collected and returned to any of our three sites.*

*Please note however, that the team who complete registrations are based at our Norwich Road site, so if possible, please do return forms there in the first instance along with your ID, although these can be accepted at any of the other two sites.*

## Patient Feedback

- *The pharmacist was very lovely and helpful and made me feel like she was actually listening to me – 25/06/2024*
- *I continue to be very impressed by the speed and efficiency of Askmygp thank you – 21/06/2024*
- *This is a wonderful service that has always come up trumps for our family – 18/06/2024*
- *Very impressed with the quick reply and completion of my repeat request – 14/06/2024*
- *My clinician was fantastic, she made me feel that she really cared even interacted with my son. Thank u so much for fitting me in last minute – 13/06/2024*
- *Excellent service. Lovely kind staff. Nothing too much trouble. Best Surgery – 12/06/2024*

## Information – URL Booking Links

*These links can be sent to allow you to click to book your own slot. That gives us more time on our phones to deal with other queries and helps you pick the right time for you.*

*URL links are only available for some appointment types and only if you have a smartphone. If you share a smartphone with someone please make sure you use the date of birth of the person who needs the appointment.*

*The link is valid for seven days and gives you a drop-down menu which shows the next available appointments.*

*Very high levels of demand mean that **appointments for GPs and Nurse Practitioners (NP) can only be released each day for 3,5 or 7 days ahead.** If there are no slots for your chosen timescale please try again the next day when a new range of appointments will have been issued.*

### **Appointments available to book using the URL link are:**

- Annual Reviews (excluding respiratory) with a Healthcare Assistant
- Asthma and COPD Annual Reviews with a Nurse
- Smears with a Nurse
- Telephone appointments with GP or NP
- Face to Face appointments with GP or NP
- Medication Review with a Pharmacist
- Childhood Immunisations with a Nurse
- Flu and Covid vaccinations with a Healthcare Assistant or Nurse
- Shingles vaccinations with a Healthcare Assistant or Nurse
- Telephone appointment for HRT review with GP or NP
- Face to Face appointments for HRT review with GP or NP

## Information – the Flu Campaign

*NHS England has changed the rules for the Flu Campaign this year:*

### **Group 1 patients are:**

*Those who are pregnant  
Children who are clinically at risk*

***They will be invited in early August to make appointments for September***

### **Group 2 patients are:**

*Those aged 65 and over  
Those aged 18 – 64 who are clinically at risk*

***They will be invited at the end of August to make appointments for October***

***This is our most pressured time each year. It's 'business as usual' with the Flu Campaign on top.***

*We will again have an all-day clinic at Whitton Clinic Saturday 19th of October. And in addition, this year we will have a clinician at both Chesterfield Drive and Norwich Road to support and speed up appointments.*

*If you have a smart phone we will send you a URL link automatically. You can use a drop-down menu to select 'other dates.' This will show you bookable appointments.*

*If you cannot use the URL link there are two other ways to make a booking. You can use the form which will be on Ask my GP or you can call the surgery and press option 5 to leave your name and number. In either case a staff member will get back to you. Please make sure we have your correct mobile number – we know that some households share mobiles. Please leave 48 hours for a response from us about flu vaccination appointments.*

***Watch the website for further information.***