

Cardinal Medical Practice Newsletter

Issue 1



Greetings

Firstly, I would like to welcome you to our brand new quarterly 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, and sent to all patients via email. Our newsletter will also be available to pick up in waiting rooms across all three of our sites.



Meet the team

We are very proud to have a fantastic team of Clinical, Admin and Management staff at Cardinal Medical Practice. The team consists of 4 x GP Partners, 34 x Clinicians including Salaried GP's, Nurse Practitioners, Pharmacists, Paramedics, Physicians Associates, Practice Nurses, Health Care Assistants and Physio's. We also have a large administrative team all of which are supported by Team Leaders and Management.

In total, our team consists of over 100 people, all dedicated to providing the best care for our 30,000 patients across Ipswich and surrounding villages.

Stats

January '24 appointment numbers

Completed routine F2F = 2,418

Completed telephone = 126

Completed AMGP requests = 9,201

We are very proud of the team for completing such a large number of appointments throughout January. However, disappointingly we had 502 appointments that weren't attended without prior notice. This has a knock on effect on patients who need to be seen as we have to waste valuable appointments.

What's new?

Within the next few weeks, we are having a brand new telephone system installed. There are so many great features within the new system, which will vastly improve patient service, such as a call back option. Instead of waiting in the call queue, patients will soon have the option to be placed in a virtual queue, which means a member of the team will call you back when you have reached first place in the queue.

Updates will be available via the website so please watch this space.

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.

What's new?

We have recently launched a new system in which patients can book their own appointments via a URL link. Simply submit a request and the team will issue step by step instructions on what to do next.

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



AskmyGP

We appreciate that AskmyGP is switched off at differing times throughout the day and patients struggle to access the surgery. However, the phone lines are always operational. Before we had AskmyGP appointments were booked by our telephone team and there was always a daily limit of available appointments. Having the AskmyGP system on all day in addition would overwhelm the system as we regularly receive 100 plus requests within the first ten minutes of each day. We are constantly trying to improve things and AskmyGP is available all day for some requests. You can for example: Book an annual review, make a practice nurse appointment, and request a medical certificate, request repeat medication.

But please don't repeatedly resend the same request. Rest assured that we are trying to get back to you in a timely fashion.

Future plans

We are now preparing for the Spring Covid campaign. During this campaign, the housebound visits will be carried out by the District Nursing Team rather than the Practice.

More information will be published on our website in due course.

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.

Practice Manager update

Whilst the team are very passionate about providing the best service and care to our patients, we are aware that things may not always go as planned and always do our best to rectify issues when brought to our attention. Unfortunately the levels of abuse towards the team are increasing at a very high rate. As a practice, we have a zero tolerance policy for abuse. The teams are always willing to help and support, so I kindly ask for your patience and understanding when speaking to them. Please also note that our clinicians can only deal with one medical condition during a single appointment.

Patient Feedback

- *The nurse was great, she dealt with me in a professional manner showing empathy and getting to my problem quickly.*
- *The nurse I spoke to was very helpful and I feel she listened to me and was very thorough very good.*
- *Great service. Someone has been in contact with me same day, and appointment has been made for me. Much easier to use.*
- *Had not expected to be seen today as had just asked for advice. Excellent care provided by the GP with a thorough check and medication given. Thank you.*
- *Very good service easy to use, the lady called me and text with an appointment few hours later and she was nice to talk to.*