



# WHADDON HEALTHCARE



**Autumn 2024**



**NEWSLETTER**

## **Chair's Remarks**

Welcome to the latest edition of your Practice Newsletter in which you will find a detailed guide to the appointments system about which I know there have been many grumbles many of which, are based upon rumour, misunderstanding, or because you do not have access to the Internet.

The Patient Participation Group has been discussing how it might attract patients to come along to its six weekly meetings. We have for quite a while now, not had any representation from Mothers, Working Men, those from a background who are not white British and those from within the LGBTQ+ community. Could it be that our time of meeting doesn't suit? If so, it is perfectly possible to swap meeting times on a rota basis so that we can gain the benefit from a wider range of opinions as possible. A questionnaire is included with this newsletter which can be returned to Reception at either Tweed Drive or Water Eaton.

Over the summer, in partnership with the Crown group of surgeries, another Cancer and Beyond session was arranged. Patient Education sessions are always popular, but rather than organising them and hoping that they will be attended, it would be far better if the

suggestions were to come from you, the patients. If you have any subject which you feel other patients might benefit from, then please feel free to make your views known to Reception as messages do get passed on.

Looking ahead to the autumn, the surgery will once again be running flu vaccination sessions for those patients that are eligible either by means of a letter or if your mobile phone details are held, by text message.

Speaking of text messages, has the surgery got your details correct? The Patient Group have heard of examples of where text messages are not being received possibly because mobile phone numbers have changed, or because it has been incorrectly transcribed onto the Practice database. You can easily check your patient record by logging onto Systmonline and amending it there or if you do not have Internet access, by means of advising the Reception staff.

Finally, you may have heard about the Bletchley Pathfinder project. I will attempt to explain what it is, what it attempts to deliver, and how patients can benefit.

**Paul Egerton**

**If you would like a large print copy of this newsletter, ask at reception.**

## BLETCHLEY PATHFINDER

Bletchley Pathfinder is a priority under the MK Deal as agreed by the Milton Keynes Health and Care Partnership. It is a multi-agency initiative aimed at improving the ways our health and care services work together by providing more proactive and personalised care and support through a multi-disciplinary team approach rather than piecemeal as in the past and, help people stay well for longer as part of a stronger focus on the prevention of ill health.

The Pathfinder project has a number of work streams, but insofar as patient benefits are concerned, the key improvement has been the getting together of primary care professionals, Bletchley College, Police and the Voluntary Sector has enabled a better understanding of what each body does and the services it is able to offer so that when there is a need, patients can be signposted to the most appropriate area of support as a whole package. Currently as I write, a central location

within Bletchley that could host a range of support offers for residents is being sought.

Healthy eating was one area which was identified as being a specific deliverable that needed improvement so local food banks have received funding from pathfinder to trial offering healthy recipe packs and introducing fresh fruit and vegetables as core bank items. In addition, The Online Greengrocer who runs a fruit and vegetable stall at Centre MK, has agreed to work with the project to test ways to increase access to fruit and vegetables in Bletchley. This includes wholesale deliveries to schools and any new initiatives; they have also suggested that they will fund some of the produce as their contribution to the project. Three local schools (Rickleigh, Cold Harbour and Holne Chase) have agreed to test 'fruit and veg stalls' run/managed by pupils, with another two potentially interested. The project is also working with MoreLife to develop an offer to deliver healthy eating information in schools alongside this.

From a more direct health perspective, two sessions were delivered during March/April, focussing on Stop Smoking. Twenty-three people have attended and include staff from the Children and Family Centres and the MK College. This is just the beginning, as it has been pointed out. Vaping cessation is another area which has been requested to be delivered.

Small steps, but Rome was not built in a day!

## Do you have Hearing Loss or Sight Loss?



### Did you know we can help with?

- ✔ **Information, advice and guidance** on issues surrounding **sight and hearing loss**
- ✔ **Specialist assessments**, to reduce risks and support you to be as independent as possible
- ✔ Getting the most from your **hearing aid** including tubing and maintenance
- ✔ Accessing **specialist equipment**

### Contact us at **Milton Keynes Sensory Services**

☎ **01908 401135**

📞 **07803 452617**

✉ **mkss@bid.org.uk**

You can find us at  
**Gloucester House,**  
**399 Silbury Boulevard,**  
**Milton Keynes, MK9 2AH.**



## Milton Keynes Sensory Services

delivered by  **B-ID SERVICES**  
Registered Charity in England 1053184



Find us on social media

## APPOINTMENTS

Perhaps appointments are the largest cause for complaints that the surgery faces or should I say, the perception that no appointments are available and that the NHS is broken, a view which has been fanned by ill-informed people on social media or local gossip. It would therefore be helpful if we set out how the new appointments process works.

Whaddon Healthcare has rolled out a Triaged system of healthcare in much the same way as other practices have also done. In fact, eventually, the triage process will be in place at every GP practice across the country.

So, what does triaging mean? Basically, each patient request is reviewed on a weekday basis by a duty GP who decides whether the patient needs to be seen in person, contacted by telephone, or, could successfully be treated by other clinicians such as a Nurse Prescriber, Nurse or Health Care Assistant. Previously, valuable GP time was being taken up by simple procedures such as blood pressure readings which are perfectly capable of being taken by another qualified person at the practice.

How do I make a request for an appointment? For those who have Internet access, visit the practice website ([www.https://www.whaddonhealthcare.co.uk/](https://www.whaddonhealthcare.co.uk/)) and select the “Appointments” button.

You will then have the choice between the ‘accuRx Patient Triage’ or ‘systmonline’ which you can use either.

Both systems work in tandem however, the accuRx system offers more scope for free text information for the GP to review. Whichever you feel most comfortable to use is up to you.

Upon receipt at the surgery, the Duty GP will review the request and make a decision based upon the information on the screen in front of them. If they require more information, you will be called on the telephone number registered with the Practice for clarification and offered an appointment on the same day; this appointment may not be at the site you usually attend but if you have difficulty in travelling to either Water Eaton or Tweed Drive, a more convenient appointment may be offered. Additionally, some emergency appointments may be offered at adjoining practices with a GP who is not known to you, but who do have full access to your medical records or if this is not possible, by making an appointment for you at the Urgent Treatment Centre. It is important to note that if you need to be seen, you will not be turned away.

But what if I do not have Internet access – how can I make an appointment? You can still visit the surgery and make a request where the Patient Advisor at Reception will fill in details on their screen on your behalf and your request will be triaged in exactly the same way as has been described above.

It is perhaps important to point out, turning up and queuing outside the surgery before 8 am in the morning will not circumvent the new system, as each patient’s needs will be assessed in strict order of receipt whether it has been received by means of a visit to the surgery, or by the online method.

Any new system takes time to bed in, but given time, where the triage system has been rolled out, it has offered a more productive use of GP time and enabled more patients to be seen during practice sessions.

## PATIENT PARTICIPATION GROUP SURVEY

The Patient Participation Group would like to take a litmus test of opinion as to how the Practice is performing. If you could take a few minutes to complete the short survey below, that would be most helpful. Please hand your returns into Reception.

1. Communications with patients could be improved, what in your opinion is the best way to receive messages from the surgery?
2. If the surgery were to produce a blog and make this available on the surgery website, would you view it? If not, why?
3. Do you make use of the surgery website and if so, what sections do you use?
4. How do you currently order repeat prescriptions?
5. What is the one big thing that the surgery could do to improve its patient experience?

The surgery will be closed from 2.30pm -6.30pm on the following dates,  
Wednesday 18th September 2024, Thursday 24th October 2024, Thursday 21st November 2024