

Park Surgery Newsletter

produced with the help of
Friends of Park Surgery

September 2024



If you have any comments on anything in this Newsletter or anything you would like to see in future issues or if you do not want to receive future copies please respond to friends.ofparksurgery@outlook.com.

Coffee Morning—28th September

The next Practice Coffee Morning is on 28th September in the Methodist Hall, London Road from 10:00 to 12:00. If you would like to come along please let us know on friends.ofparksurgery@outlook.com.

Our Physician Associates will be there to explain their role and answer any questions you may have. Some of administrative and clinical team will be there as well.

Also attending will be representatives from Horsham Wellbeing, Community Link, Age UK, RVS Meals on Wheels, and Olive Tree Cancer Support

New staff joining the Practice

At Park Surgery, we are committed to improving access to primary care and maintaining the highest standards of service for our community. To support this, we have recruited four additional reception staff, who will be trained and gradually introduced over the next six weeks. This will help reduce pressure, decrease waiting times, and enhance the ease of telephone communication with the surgery.

Furthermore, we are in the process of finalising agreements with two salaried GPs, who will join us in October and January, further expanding our clinical capacity to better serve our patients.

Mole clinics

We are pleased to share that the mole clinics at Park Surgery, which began as a pilot initiative in May, have proven to be an invaluable addition to our services. Due to the high demand and the positive impact on patient care, we are excited to continue offering these clinics on a regular basis.

Led by Dr. Jeremy Raphael, an experienced GP and partner at Park Surgery, the clinics enable rapid assessment of suspicious lesions, helping to provide reassurance or timely intervention. This development builds upon the foundation laid in our initial announcement, reaffirming our commitment to enhanced dermatological care in the community.

FLU, COVID and RSV Vaccination clinics

A vaccination programme will run this Autumn for RSV (Respiratory Syncytial Virus) for over 75s, as well as for Covid and Flu. Eligibility is different for each vaccination, see the table below:

	Flu	Covid	RSV
Aged 65 and over	✓	✓	
Aged 18-65 in a clinical risk group	✓		
Aged 6 months to 64 in a clinical risk group		✓	
Residents in a Care or Nursing Home	✓	✓	
Carers in receipt of carers allowance and main carer of an elderly or disabled person	✓		
Close contact of immunosuppressed person	✓		
Front line workers in a social care setting	✓		
Aged 75-80 (80th birthday after 31/8/24)	✓	✓	✓
Pregnant Women	✓		✓
Most children are eligible for Flu vaccinations; school aged children will be vaccinated through school programmes			

There will be two Flu only clinics at Park Surgery on the 5th & 19th October. If you are eligible for the COVID vaccine as well you will be invited by Alliance for Better Care (ABC) into clinics at Park Surgery held on Saturdays, 12th & 26th October & 2nd November.

You may be invited by both ABC & Park surgery. We apologise for the inconvenience if you have already booked and receive another text message. We want to accommodate our patients as best we can and some will not want COVID, some will not want Flu & COVID at the same time, and so we are unable to separate the messages.

If you have not received an invitation and you think you are eligible then please contact the surgery.

RSV

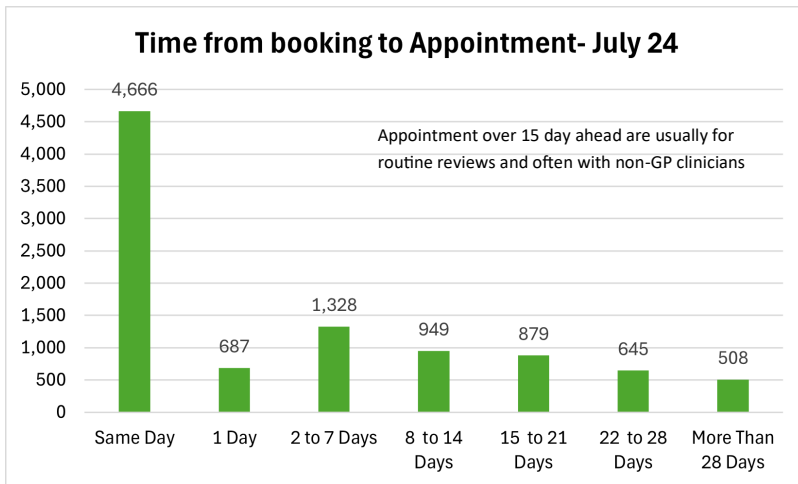
Respiratory Syncytial Virus (RSV) is a common virus similar to flu that peaks in the winter months. Those most at risk of RSV are the very young and older adults. It is more predictable than the influenza virus and therefore only one vaccination is required to provide protection. There are two programmes starting this year to vaccinate pregnant women (to protect young children) and people aged 75-80 (the vaccine is less effective in the over 80's so not offered).

You will be invited to book into our clinics for a RSV vaccine with our nurses throughout the year

How are we performing?

	Appointments	Patients	Appointments per 1000 patients
March 24	9,572	21,490	445.4
July 24	9,672	20,998	460.6

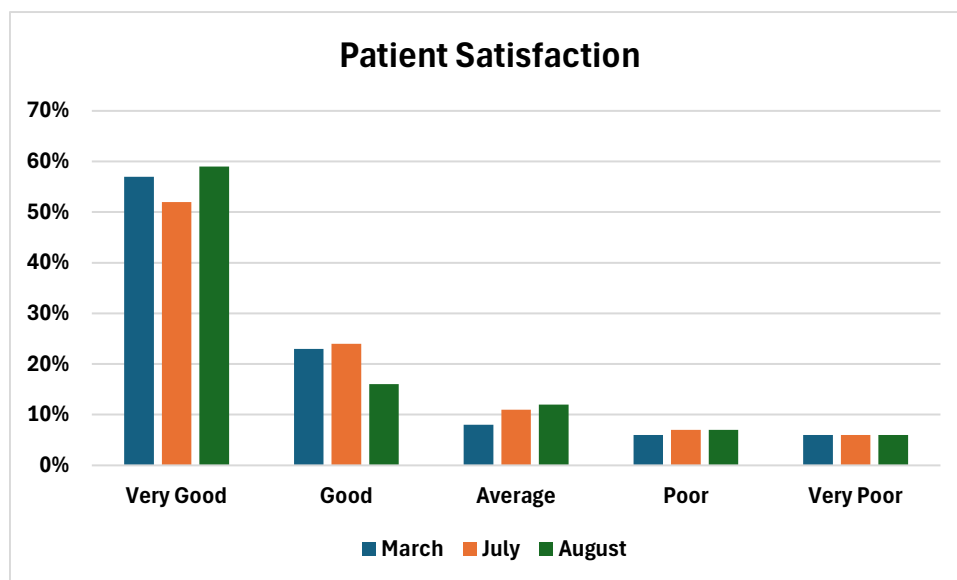
How long does it take to get an appointment?



In August 131 appointments were missed . This not only costs the Practice money but it makes other patients wait longer for an appointment.

**PLEASE TELEPHONE
01403214604 to cancel your
appointment if you cannot
attend.**

What do you think of us?



While the deviation in patient satisfaction ratings is not significant, the slight drop in combined "Very Good and Good" ratings from March to August may be a reflection of short staffing issues during this period. With additional staff now being recruited and introduced, we expect these ratings to improve as the increased capacity should enhance patient experience and reduce pressure on services.

Increased hours for E-Consult

We are pleased to announce that our eConsult feature will now accommodate administrative queries during our full opening hours, from 8am to 6:30pm. This is an extension from the previous availability of just one hour, between 8am and 9am.

Administrative queries that can be addressed through eConsult include:

- Sick notes
- GP letters
- Test results
- Winter vaccinations
- General enquiries

Please note that we will not process any clinical issues submitted through the administrative route, the clinical eConsult remains open between 8am-9am.

This enhancement has been made possible by recent developments from eConsult; previously, it was not feasible to separate clinical and administrative eConsult's. This change now allows us to do so, and we eagerly embraced this opportunity to improve accessibility for our patients.

The benefits of this update are twofold:

- Patients who utilise eConsult for administrative requests will no longer need to contact the surgery by phone.
- Those who are unable to use eConsult should experience reduced competition for phone lines, thereby decreasing wait times.

We are enthusiastic about this development and hope you find it beneficial. We encourage you to try the eConsult feature for your next administrative request and experience its convenience first hand

Would you like a chance to win £250 each quarter

Friends of Park Surgery runs a 100 Club. The annual subscription is £20 per entry (max 2) to take part in a quarterly draw to win £250. There is a maximum of 100 entries. Any excess funds at the end of the year are used to purchase additional equipment for the Practice over and above what is funded by the NHS.

The draw year runs from April to March, so if you want to join now the first subscription is only £10 for the two remaining draws of this year, with £20 payable next April.

If you would like to know more about the 100 Club, please email friends.ofparksurgery@outlook.com and you will be sent details.

Friends of Park Surgery

This Newsletter has been produced with the help of the Friends of Park Surgery (FOPS).

FOPS is the Patient Participation Group of Park Surgery, and work with the medical and administrative teams in the Practice to improve the services provided to patients. Providing patient feedback is an important part of this work

If you would like to know more about FOPS and become part of our patient representative group please contact FOPS by e-mail friends.ofparksurgery@outlook.com

MENOPAUSE INFORMATION EVENING

19TH SEPTEMBER
6.30PM - 8PM

TICKETS ON
EVENTBRITE

M E N O P A U S E

Community meeting open to anyone

**SLEEP THROUGH THE
MENOPAUSE**

**AT ORCHARD SURGERY
LOWER TANBRIDGE WAY
HORSHAM
RH12 1PJ**



All Park Surgery patients are welcome at this event being held at Orchard Surgery. Please reserve your place on Eventbrite. <https://www.eventbrite.co.uk/e/menopause-information-session-horsham-west-sussex-tickets>