

CENTRAL BOURNEMOUTH PCN NEWSLETTER

Panton - St Albans - Moordown - James Fisher | Spring 2024

WHAT'S NEW?

Welcome to the Central Bournemouth Primary Care Network Spring 2024 newsletter! With the worst of Winter hopefully behind us we're looking towards warmer weather and sunnier skies. This edition of our newsletter contains information about upcoming initiatives, updates from your surgeries, and a peek behind the curtain at why we do what we do.



Telephone
Appointments

67,123

Telephone appointments are offered based on your needs, to save you having to visit the surgery and helping limit the spread of infectious diseases. Since 1st April 2023, 25% of our appointments have been conducted via telephone.

STAFF SPOTLIGHT

Beatriz is one of our Lead Pharmacists here at Central Bournemouth. She works with staff and patients across all four of our surgeries, including conducting medication reviews for those on a high number of medications. Recently, Beatriz qualified as an Independent Prescriber after a long period of study. With her interest in hypertension (high blood pressure) and lipid (cholesterol) management, this improves the care she can provide at her clinics for patients experiencing high blood pressure or high cholesterol by allowing her to prescribe relevant medication much like a GP.



CANCER SUPPORT

March is Prostate Cancer Awareness month. It's the most common cancer in men, but most men with early prostate cancer don't have symptoms. Prostate cancer is not always life-threatening. But when it is, the earlier you catch it the more likely it is to be cured. For more details, please visit prostatecanceruk.org. We are starting a peer support group for those affected by cancer. The group will meet at East Way Clinic on the second Monday of each month from 6:00pm, starting 8th April. No booking is necessary - if you've been affected by cancer then simply turn up on the day.

Find us on Facebook!
Search "Central
Bournemouth Primary
Care Network"



Face-to-face
Appointments

197,310

The majority of the appointments we offer are face-to-face. Since 1st April 2023, over 195,000 face-to-face appointments have been conducted across our four surgeries, including 75,783 in-person GP appointments.



BLOOD CAPACITY AT MOORDOWN MC

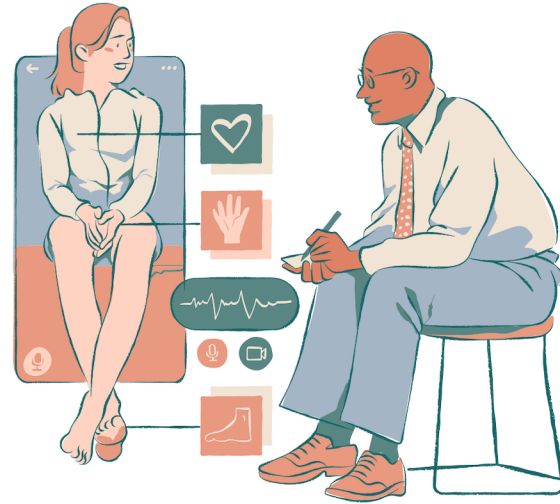
Moordown Medical Centre will be experiencing a reduced capacity for blood drawing from 15th April to 26th May as a member of the nursing team embarks on some higher level training. Patients may be asked to go to James Fisher Medical Centre for blood appointments, as slots in Moordown will be reserved for elderly, frail, difficult to bleed and very poorly patients. We thank the patients for their understanding and support during this time.

Want to get this newsletter right to your email inbox? Send a request to cbpcn@dorsetgp.nhs.uk to receive the newsletter every quarter!

ANNUAL HEALTH CHECKS

If you have certain conditions, such as asthma, diabetes, COPD, or more severe mental health conditions, you may be invited to come in for a check-up each year. These are structured health checks that follow clinical guidance provided by the wider NHS to ensure your condition is being managed correctly and isn't having more of a negative impact on your health than it needs to.

The content of your appointment will vary depending on your condition, but usually you'll have your height, weight, and blood pressure recorded, and you may have some blood drawn. These checks are nothing to be worried about - they're not for us to tell you off! If you're concerned about anything to do with a health check, please get in contact with your practice.



Did Not Attend

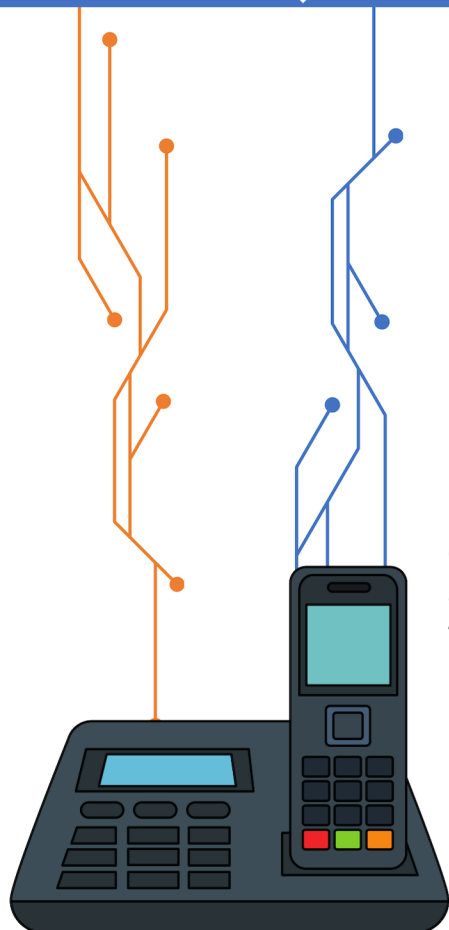
7,629

Patients not turning up for appointments are a massive drain on resources across the NHS. While sometimes there are valid reasons why you may be unable to make your appointment, please call and let us know if you can.

TELEPHONY UPGRADES

By the end of March 2024 all four of our practices will have implemented upgrades to their telephone systems in line with NHS England requirements. Moving to a digital telephony system (sometimes referred to as cloud-based telephony) will, over time, benefit both practices and patients. We will gain access to real-time data about demand and call volume, and can offer call queues at peak times, as well as call-back functionality so you no longer need to sit on the phone while waiting your turn.

The figures presented in this newsletter are taken between 1st April 2023 and 17th March 2024, and are gathered from the NHS Digital GP Appointments Dashboard.



GET YOUR COVID BOOSTER!

Central Bournemouth PCN will once again be offering COVID-19 booster vaccinations to eligible patients at East Way Clinic in April and May. This time, the eligible cohorts are:

- Adults aged 75 and over by 30th June 2024,
- Residents in care homes for older adults,
- Individuals aged 6 months and over who are immunosuppressed.

This cohort has been decided by the Joint Committee on Vaccination and Immunisation (JCVI) as having the best cost-effectiveness for reducing hospitalisation in the most vulnerable groups. Vaccination timing and cohorts are due to be reviewed once the Spring vaccinations have been completed.



Have your say about your surgery - sign up for our bi-monthly Patient Participation Group (PPG) on your Practice's website to provide constructive feedback on how we're doing. The group usually meets on the first Tuesday of every other month from 6pm at East Way Clinic. The next meeting is 7th May.

ENHANCED ACCESS

Since October 2022 all GP surgeries in England have had to offer additional opening times to include evenings and Saturdays, helping relieve pressures on the urgent treatment centre and 111. Our four practices decided to pool our resources and offer shared appointments at our East Way Clinic. We have a variety of services running until 8pm Mon-Fri and Saturday mornings until 1pm including same-day GPs, Advanced Nurse Practitioners, Physio, Health Checks and peer support groups. Since April 2023, we've provided over 3250 hours of enhanced access services, averaging nearly 300 hours per month - 50% more than our contractual obligation!



Look out for the Summer edition of our newsletter in June 2024!