

# CENTRAL BOURNEMOUTH PCN NEWSLETTER

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

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## WHAT'S NEW?

Welcome to the Central Bournemouth Primary Care Network Summer 2024 newsletter! While Summer is sure to be as damp as ever, remember to keep your hat and sunscreen nearby for those few pockets of sunshine. This quarter's edition is choc-full of stats, insights, and upcoming initiatives, perfect for some light reading while waiting for those clouds to disappear.



Telephone  
Appointments

69,859

Telephone appointments are offered based on your needs, to save you having to visit the surgery and helping limit the spread of infectious diseases. In the financial year of 2023/24, 25% of our appointments were conducted via telephone.



## STAFF SPOTLIGHT

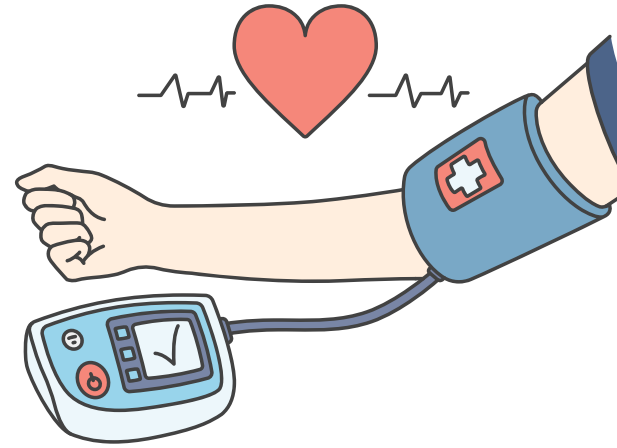
Louise and Alison are phlebotomists at James Fisher Medical Centre, serving patients from across our network. As phlebotomists, it's their job to take samples of your blood and ensure they are sent off to the laboratory for testing, as requested by a GP or hospital. They each see around 40 patients a day, but always put the patient experience first. Having blood drawn can be an uneasy experience for the patient, so our team do their best to create a warm, friendly atmosphere to make the experience as pleasant as it can be. Their top tip for a smooth appointment: make sure you're well hydrated!



# BP@HOME

We will soon be trialling a new pathway to monitor blood pressure with a limited number of patients. This will involve patients taking their own blood pressure readings at home and submitting them online daily, where their surgery can collect and record the results. By having patients monitor their blood pressure at home, we hope to increase the number of hypertensive patients (patients with high blood pressure) we can safely monitor, save patients time, and better catch developments of the condition. Patients will be selected for this initiative based on existing conditions, age, and blood pressure readings.

Find us on Facebook!  
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Bournemouth Primary  
Care Network"



Face-to-face  
Appointments

204,913

The majority of the appointments we offer are face-to-face. In the 2023/24 financial year, over 200,000 face-to-face appointments were conducted across our four surgeries, including 78,602 in-person GP appointments.



SCAN ME

## DORSET POST COVID SERVICE

Are you suffering the symptoms of COVID-19 long after infection? These may include brain fog, fatigue, taste and smell changes, and joint pain. If so, you may be experiencing what is often called "Long COVID". The Dorset Post Covid Service offers rehabilitation, condition management, guidance and physiotherapy for those with this condition, helping you get back to a normal life. For more information, scan the QR code on the left, or email [dhc.dorsetpcs@nhs.net](mailto:dhc.dorsetpcs@nhs.net).

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

# SPRING VACCINATIONS

Our Spring COVID-19 vaccination schedule has now been completed. Throughout April and May we delivered over 900 vaccines at East Way Clinic. This is made possible by the hard work of our staff, who give up their Saturdays to deliver and record these vaccinations for those that need them most. As well as this, our Assessment and Care Team administered over 200 vaccines to patients living in care homes across Bournemouth, ensuring our most vulnerable patients receive the protection they need.



Did Not Attend

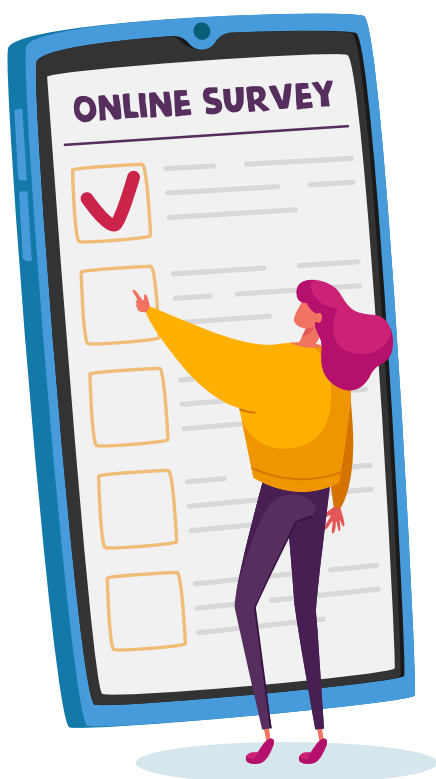
7,957

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.

## GP PATIENT SURVEY

The results of the annual GP Patient Survey have been released, and we're celebrating some excellent results!

The survey is sent randomly to people across the country, asking them their thoughts and experiences with their surgery. The results are then collated and viewable to everyone via the website. All four of our surgeries scored above the national and county average for percentage of patients ranking their experience as "good", with scores ranging from 81% to 93%! If you want to see more results, visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk).



The figures presented in this newsletter are taken between 1st April 2023 and 31st March 2024, and are gathered from the NHS Digital GP Appointments Dashboard.



# OVER THE COUNTER MEDICINES

In line with NHS England recommendations, NHS Dorset has asked GP teams to stop prescribing medicine and treatment for 35 minor conditions. This allows GPs to focus on caring for people who have more complex needs.

NHS Dorset wants people to have the confidence to look after themselves where they can. This gives people greater control of their health without the need to visit their GP for minor conditions. Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for these minor health concerns, even if you qualify for free prescriptions. Instead, over the counter medicines are available to buy in a local pharmacy or supermarket. The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need. For more information, visit <https://www.nhsdorset.nhs.uk/helpyournhs>.



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 3rd September.

## LEARNING DISABILITIES DRAMA GROUP

Every other Thursday from 2:00pm and 4:00pm East Way Clinic plays host to our drama group for adults with learning disabilities, led by Dazzarama. The group has been free to attend and has given people

registered with a learning disability at our four surgeries the opportunity to get involved in some creative fun, music, games, and the opportunity to show off and learn some acting skills.

The group is aiming to put on a performance of Willy Wonka on 31st October.

Look out for the Autumn edition of our newsletter in September 2024!

