

Darwin Patient
Newsletter

Issue 18— February 2024



Winter Edition 2024

Welcome to the winter edition of the practice newsletter, our aim is to keep you updated with what's happening in the practice and to let you know we are here for you and your loved ones in times of need.

Key dates for your diary!

Here at the surgery, we are committed to ensuring our Clinical and Administration Staff are kept updated with changes to protocols and learning. Each month for one Tuesday afternoon the surgery closes at 1pm and re-opens at 8am Wednesday to allow us to keep our team fully trained.

Please see below for up and coming pre planned staff training dates:

20th February 2024

19th March 2024

Introducing New Team Members

Salaried GP's

Dr Luke Tognarelli

Physicians Associate

Georgia Saxton

Trainee GP's

Dr Nafay Laghari

Dr Ghazala Sana

Dr Muhammad Khan

Dr Maria Yasmin

Dr Renata Risteska

Dr Thia Hanania

Pharmacy Technician

Nadine Insley

Nursing Associate

Kiera Cresswell

First Contact Physio

Faheem Abbas

Mental Health Practitioner

Alison Parker

Business Administrator

Tom Miles



Dr John Etsegbe

Left the practice on the 31st January moving onto his next rotation

Dr George Young

Will be retiring from the practice in March.



What's the best time to call the surgery for non-urgent appointments and queries?

The adjacent table is an example of a typical week's call demand, it shows that the highest demand on our phones are Monday's and Tuesday's, and that demand is higher every day of the week between 8am and 10am.

Please consider whether your call is urgent, or could you delay calling improving your opportunity of being answered sooner by making your call when we know our demand is lower – Wednesday, Thursday & Friday after 10am?

| Day | Number Of Calls |
|-----------------|-----------------|
| Monday 01-08 | 638 |
| Tuesday 01-09 | 529 |
| Wednesday 01-10 | 484 |
| Thursday 01-11 | 435 |
| Friday 01-12 | 410 |

Please remember we do not offer an 8am appointment system and patients can call at any time in the day for urgent care appointments.

Health & Wellbeing Update

Information for Darwin Medical Practice Patients

We are aware that the closure of a local practice may concern our current patients about the impact on the services that we provide to you.

Whilst there are obvious pressures upon all areas of the NHS, we would like to reassure our patients that we are monitoring our services carefully. Each fortnight we review the number of patients that are registered, the number of appointments that are available and any changes in demand that might be having an effect on the demand on our appointment provision.

Because our patient list size is growing, we are pleased to say that our team is also growing. We have recently been joined by Kiera C, a Nurse Associate. We are also pleased to say that Dr Luke Tognarelli will be joining us in January and Georgia S, Physicians Associate, will be joining us in April 24.

You can see from the information above that the ICB will be making arrangements to allocate any patients that are still registered at BHWC to make sure that they have a GP before their practice closes at the end of March. Please be assured that we will monitor our level of service carefully over the coming months as we adjust to the changes.

Information about our premises

We have had a few patients contact us recently because a To Let sign was attached to a road sign outside St Chads Health Centre. We would like to reassure all of our patients that we are not moving and will continue to offer care from St Chads Health Centre.

This seems to be a theme because we have recently found a large To Let sign has been erected outside Greenwood Health Centre. This will be in relation to the space that is currently empty. We would like to reassure everyone that Darwin Medical Practice will continue to provide care from Greenwood Health Centre.

Information for Burntwood Health and Wellbeing Centre patients

We are one of three practices working with Staffordshire and Stoke-on-Trent Integrated Care Board (ICB) to register patients from Burntwood Health and Wellbeing Centre (BHWC) which is due to close on 31st March 2024.

The ICB has informed us that BHWC patients are being reminded to register with an alternative local practice as soon as possible to ensure that care can continue with a GP of your choice. Patients will no longer be registered at BHWC after 31 March 2024.

We are advised that from January 2024, patients will start to be allocated to one of three practices to ensure that they have access to services after the end of March 2024. The three practices are:

- Darwin Medical Practice
- Salters Meadow Medical Centre
- Langton Health Centre (Boney Hay branch site)

However, patients still have a choice to register at an alternative practice if they wish.

If you have a preferred practice, we would encourage you to register with a new practice as soon as possible to avoid being allocated to a practice that is not your preferred choice.

To register with a new GP practice, patients should contact the practice they want to register with. Alternatively, patients can find a nearby surgery using the NHS services directory at Find a GP - NHS (www.nhs.uk). This website gives further information about the practices, like opening hours and patient satisfaction survey results.

[Further information including frequently asked questions can be found on the ICS website.](#)

Online Access and How to Contact the Practice

We continually review the services we provide our patients and look for ways to enable communication systems which meet a range of our patient's needs. We understand there is a large proportion of our patients who are not always able to contact the surgery via the telephone or attend in person due to work and other commitments, or simply prefer to communicate online rather than in person. With this in mind and following comments and suggestions from our patients, we completed a review of our online services and identified the need for all information and contact forms/resources to be available in one central place - our website www.darwinmedicalpractice.co.uk

Things you can do on our website:

- **Submit a 'Contact us' form** – This form is for general admin use e.g. general questions about the practice, how to change your address.
- **Online Consultation Form for non-urgent medical advice** – this enables you to contact the practice using a secure and confidential form to request non urgent medical advice, advise or ask about symptoms you're having, ask a question or follow up about something. This can be about your own health or on behalf of someone else.
- **Online Consultation Form for Admin Query's** – This includes fit (sick) note requests or anything else admin related.
- **Order prescriptions** for yourself or someone else (see below for details)
- **Register with us online** – This enables you to register with the practice at any point throughout the day (or night) and enables our team to approve registrations much quicker than paper application forms.

We will continue to launch additional services via the website when they become available to us

With the launch of the online services and contact facility on the website, we will no longer have the facility to accept patient correspondence via email. This email address will no longer be in use from the 31st of March 2024

Prescription Ordering

From the 31st of March 2024 we will no longer be able to process prescription request via email

If you wish to order a prescription online after the 31st of March 2024 you can do this via the NHS app / website or our website www.darwinmedicalpractice.co.uk

NHS App / Website

If you have a mobile phone that can download apps, we would encourage you to request future repeat prescriptions via the NHS app. The app is available to download on the Apple AppStore or android Google Play. Ordering medication via the NHS app is not only more secure than via email, but it also means that the request goes straight into our clinical system and is processed much more quickly. You can also request access to additional elements of

your medical records (immunisations, appointments and consultations) which you would be able to view via the app. For more information about the app please use the following link: <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

If you are not able to download apps but have access to a PC or laptop you can access the NHS online service at: <https://www.nhsapp.service.nhs.uk/login>

If you want to request online access to your records, please go to reception at any of our 3 branches and take photo ID. We will then update your records to allow them to be viewed online.

To be able to request repeat medication for someone else on the NHS app, you will need to have a Linked Profile, also known as Proxy. If you don't yet have proxy set up and would like to do so, you and the patient you order for will need to visit one of our 3 branches to complete a form with photo ID. Once this has been completed and our reception team can verify both the patient and proxy identity and the access will be added.

For more information on linked profiles / proxy access please visit the NHS website

[Using linked profiles to access services for someone else - NHS App help and support - NHS \(www.nhs.uk\)](#)

Darwin Medical Practice Website – Online Consultation Form

You can request acute (previously issued, not on repeat) and repeat prescriptions **for yourself and someone else** via our online consultation form on our website www.darwinmedicalpractice.co.uk/prescription-ordering-and-information

You can find out more information on prescription ordering, online access, and proxy access on our website www.darwinmedicalpractice.co.uk

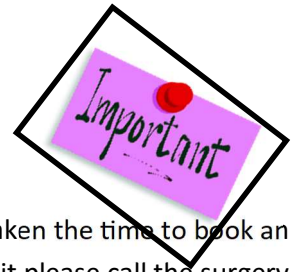
Friends & Family Test (FFT)



The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving NHS care or treatment. There are several ways you can submit your feedback, follow the friends and family link on our website, Darwin Medical Practice, via www.nhs.uk/friendsandfamily or by simply filling out a Friends and Family Test card that can be found in the foyer or reception at each of our branches.



Reminders



Keeping your GP Appointment

We understand that things change but would ask that if you have taken the time to book an appointment with a member of the clinical team and you no longer require it please call the surgery and cancel it so that appointment can be released for use by another patient.

Just so you know between the 1st of January 2023 and 31st of December 2023, 923 patients who took the time to book an appointment with a member of the clinical team here at Darwin did not attend or cancel their appointment.

As well as the financial impact missed appointments has on the NHS it also increases the wait time for routine appointments.

Patient Engagement Group

Interested in becoming a virtual PEG Member?

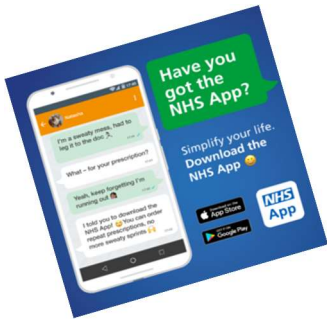
If you are interested in becoming a member of our virtual PEG Group please email Patientliaison.darwinmedicalpractice@nhs.net and our Patient Liaison Officer Karen Cooper-Sollom will be happy to enrol you.

The virtual group are invited each month to contribute to the agenda without the need to attend the meetings, so if this is something you are interested in and would like to support your local community, please contact Karen.

Download the NHS App

The NHS App offers patients several services that can be accessed via a mobile phone, computer, or tablet. The app can be downloaded via the below link. <https://www.nhs.uk/nhs-app>

Patients can order repeat prescriptions, view appointments, get health advice, view your health record, register your organ donation decision, get advice about coronavirus, and get your NHS Covid Pass that can be viewed and downloaded for travelling abroad.



The benefits of using the NHS App are that we process requests received in this way much more quickly than email or paper requests and it is also safer.

How does it work?

- View your NHS Number
- Order repeat prescriptions
- Get health advice!
- Book appointments
- View your health record!
- Register to be an organ donor!
- Get your NHS Covid Pass

Keeping in touch with your surgery

Darwin Medical Practice

Useful contact numbers

Darwin Medical Practice – 01543 682654

Out of hours – 01543 412980 or 111

Email the surgery – darwinmedical.practice@nhs.net

Please visit our website at www.darwinmedicalpractice.co.uk

Follow us on

www.facebook.com/darwinmedicalpractice

www.instagram.com/darwinmedicalpractice

www.twitter.com/darwinmedicalpractice

