

Manor Practice Ashfurlong Newsletter

brought to you by your Patient Participation Group (PPG)



June 2019

Have you changed your contact details recently? Please tell Reception or complete the change of details form on our website.

Access the Newsletter online at www.manorpracticeashfurlong.co.uk

Social Prescribing – Connecting you to local services to improve your wellbeing

What is Social prescribing?

Social prescribing involves helping patients to improve their health, wellbeing and social welfare by connecting them to community services which might be run by the council or a local charity. Social prescribing is non-medical prescription giving the type of support that does not come in a tube or bottle. It is a formal means of supporting health care professionals to refer patients with social, emotional or practical needs to access a variety of non-clinical services.

Why we feel it's important?

Social prescribing has been recognised as an effective means of meeting patients' needs due to its enhanced recognition of social, economic and cultural factors. We are trying to increase an individual's independence, their ability to self-manage and gain more autonomy and control over their health and wellbeing.

Who will deliver it?

Health exchange have been delivering social prescribing projects across the West Midlands for a number of years. They have vast experience in creating programmes that support the needs of individuals.

How will it be delivered?

Patients can self-refer or are referred via their GP, Healthcare professional, or practice staff. The service starts with an initial assessment to understand an individual's needs with support tailored to each individual. Social prescribing is not a "treatment", it is finding a social solution for the challenges that people face in life, so they are less reliant on health professionals. Social prescribing works for a wide range of people, including people:

- with one or more long-term conditions
- who need support with their mental health
- who are lonely or isolated
- who have complex social needs which affect their wellbeing.

Social prescribing sessions are running at Ashfurlong Health Centre every Tuesday morning.

Further details on Social Prescribing can be found here:

<https://socialprescribing.healthexchange.org.uk/> or call 0800 158 35 35

PATIENT PARTICIPATION GROUP

Details of future PPG meeting can be found on the website or on the PPG noticeboard in each of the Practice's. If you would like to join the Patient Participation Group, please come along and have a chat. You can also have your say via the 'Virtual Members Group' - please register your details via the Practice website.

Look out for the **Virtual PPG App**, which is being launched this month. Further details can be found on the Practice website.

255 patients did not attend (dna) their appointment in April 2019 from 7270 bookable appointments = 3.5%. Of which, 20 were patients with multiple dna's.

If you cannot keep your appointment, please let us know as soon as possible, either by the online appointment cancellation service, by telephoning the practice or responding to a text reminder message you may have received. **It is never too late to cancel as we can make the appointment available to another patient.**

Patient Experience Feedback

Thank you to patients who gave their time to complete the recent Practice patient questionnaire, which has been running over the last few months. The PPG have analysed the feedback and have agreed an action plan to address the top 3 priorities for patients at Manor Practice. These are;

- 1) Improve communication between Practice and Patients
- 2) Review online access for patient services
- 3) Review Appointment Booking System

The PPG will be working with the practice with a view to building on some of the good work already implemented to give patients a quality experience. Your continuous feedback is valuable to us and we have provided a patient comment book in the waiting area of the Practice. The comments book asks Patients 3 questions;

- 1) Would you recommend the Practice?
- 2) What do you like about the Practice?
- 3) What would you like to see improved at the Practice?

We want the best possible outcomes and experience for patients and would be grateful for your feedback in relation to these questions. By leaving your feedback, we can work with the Practice to help shape patient services at the Practice. You can also leave feedback via the **Contact Us** page on the Practice website at: <https://www.manorpracticeashfurlong.co.uk/contact-us/ask-the-practice/> Look out for an update on patient feedback and actions in future editions of the PPG newsletter.

Appointment Booking System

Practice Opening Hours

Monday	08.00am	-	6.30pm
	(6.30pm to 8.15pm - Ashfurlong only)		
Tuesday	08.00am	-	6.30pm
Wednesday	08.00am	-	6.30pm
Thursday	08.00am	-	6.30pm
Friday	08.00am	-	6.30pm
Saturday	8.30am	-	12.30pm (Ashfurlong only)

Appointments must be booked in advance, please call Manor Practice at James Preston 0121 355 5473 or Ashfurlong 0121 323 2121.

Pre-bookable out of hours appointments are available in the evening and at weekends at Ley Hill Surgery, 228 Lichfield Road, Sutton Coldfield B74 2UE.

Home Visits

Requests for home visits should be made only if the patient is housebound or too ill to attend the surgery. Please make your request before 10.00am if possible except in an emergency. Please telephone 0121 354 2032 to request a home visit. Please be prepared to give as much information as possible so that we can accurately determine the urgency of the visit, as there are many situations where telephone advice may save you time for your particular health need. In a real emergency that cannot wait, please call 999.

GP App Updates

The GP App is being updated. All practices will need to make at least 25% of appointments available for online booking by July 2019. Practices retain control of these appointments, meaning that they can choose which 25% of appointments are offered and what format they take – they do not have to be face-to-face.

The GP app update should rectify the problem with android phones seeing one Practice site when booking appointments. Thank you for your valuable feedback on this to help us rectify the technical issues.