



# Middlewood Partnership News

Welcome to the fifth edition of our newsletter with an update on **PATCHS**, an introduction to our new clinical lead nurse and more.

## PATCHS Update



Well, it has been a challenging couple of months with the introduction of PATCHS and continued high demand on GP services, but hopefully we are coming out the other side! We wanted to give you some feedback on how things are going.

First of all – thank you for bearing with us. Over 40% of patients are now registered with PATCHS. You can register as you ‘Request a consultation’ from the home page of our website. If you’re not online, you can continue to phone or visit a practice base to make an appointment.

December was an exceptionally busy time, we:

- booked 12,690 clinical appointments, 40% on the same-day
- 63% of appointments were face-to-face
- had more than double the usual number of appointments for Strep A and related symptoms – around an extra 200 a week

In response to the increasing patient requests, we have needed to change the way we manage demand to ensure our services are safe. Dr Rachel Hall, GP Partner explains how this works:

*“We’ve been advised how many Patchs requests we can safely accept for a practice our size. Once the number of online clinical requests, or ‘Patchs’, that we can safely accept has been reached, we need to close PATCHS to new requests. This allows us time to deal with the requests that are in the system and ensures that requests are dealt with quickly. We don’t want to delay finding requests that need urgent attention. Once all the requests have been reviewed, we then re-open PATCHS.”*

## Your feedback on PATCHS

We listen carefully to your feedback and it is helping us to adapt our practices. Feedback includes:



### Why all the questions?

Some patients have commented on the number of questions that PATCHS asks. Our clinical staff are finding this extra information really useful to identify the best way we can help you and to decide how urgently we need to respond. So please do answer the questions as best you can – it’s a big help.



### Should we use for repeat prescriptions?

The number of Patchs - individual online requests – is limited each day, so please don’t use them to request repeat prescriptions. Use the NHS App to do this (it’s really simple once you get set up) or drop off your request in writing at one of our practice bases. This will help maximise the number of people who can make an online request.



### What to do if PATCHS is closed

If PATCHS is closed and you need an appointment, call us. We’ve been working hard to review and improve our call response times.

In December, we had

24,044 incoming calls.

3 mins – average wait time

7 mins – average wait time at peak times (currently 10.30am – 11.30am)

94% of callers waited less than 15 mins.



## Improving call times

We are now able to identify the call history for all callers, so we can identify how long individual patients have waited, and how many times they tried to call, to help us deal with complaints from patients who feel they have waited too long.

Our sincere apologies to anyone who has had to wait too long. We're putting extra staff on at peak times and hopefully this will help us improve our call times which we will continue to monitor closely.

## Introducing Sister Fard, our new Clinical Lead Nurse



We are delighted to welcome Sister Fard to the Middlewood team. In her 20+ year nursing career, Jen has worked managing wards at Stepping Hill Hospital, as an HIV and Sexual Health Specialist and more recently in general

practice in Stockport. Jen has developed a keen interest in training and mentoring nursing staff. Commenting on her move to Middlewood, Jen said: *"I was really attracted by the ethos of the Middlewood Partnership, its ambition to provide the best possible care and the value it places on its staff."*

Jen will be leading our nursing team comprising practice nurses, healthcare assistants, phlebotomists (responsible for taking blood), advanced nurse practitioner and diabetic nurses. She added: *"The Middlewood Nursing Team has a wealth of skills, knowledge and experience. I am really looking forward to working with them, getting to know our patients and helping nurses make an even bigger contribution to Middlewood's clinical services."*

Outside of work, Jen lives in Stockport with her husband and dog, Teddy. She has three grown up children and three grandsons and enjoys an active, busy, sporty life. Do join us in welcoming her if you meet her 😊



**Still available.  
Phone us to book in  
for a vaccine.**

# 542 !

**= the number of patients who failed to attend their appointment in December**

1 in 23 appointments were missed, resulting in 144 hours of wasted practitioner time.

That's 542 appointments that could have been offered to someone else.

GP APPOINTMENT?  
CAN'T MAKE IT?  
DON'T NEED IT?

**CANCEL IT!**

## News from our Patient Participation Group (PPG)

### Priorslegh & Mcllvride PPGs

The Priorslegh and Mcllvride Patient Participation Groups are to merge into a single group – holding their first joint meeting in March. With both practices in Poynton, the group decided that making one group to serve the Poynton population made more sense. PPG members have recently supported Poynton patients helping out at the PATCHS drop-in sessions at Poynton library, and attending the Poynton WI and Probus meetings to get feedback on Middlewood services. If anyone would like to join the group and contribute to the development of our services in Poynton, please do get in touch by emailing [MiddlewoodPartnershipPPG@gmail.com](mailto:MiddlewoodPartnershipPPG@gmail.com)

### Wellbeing cards for Bollington

Billie Farrell, a Poynton PPG member is working with students at Bollington High School to design their own version of the Wellbeing Card (originally developed with Poynton High School for young people in Poynton and Disley). She met with some very enthusiastic students who had great ideas for the content of the cards and their distribution once they are printed.

Find out more about our [PPG](#) and we'd love more members if you'd like to join us.