



Middlewood Partnership Newsletter

Welcome to the sixth edition of our newsletter with information about how we are improving the continuity of care for our patients and how to contact us.

Continuity of Care

Over the last few months, we have been looking at introducing new ways of working to improve the continuity of care that we provide – it’s what you have told us you want and what our doctors want too.

What will continuity look like?

Where it is clinically appropriate, we are working towards patients seeing the same clinician for all ongoing care. Wherever possible, this is likely to be a GP that you have a relationship with or whom you have seen most frequently over recent years.

When you ask for an appointment (on the phone, in person or online), we'll try to make this appointment with your usual GP. Sometimes this may mean you have to wait a bit longer, but for 'non-urgent', ongoing health issues, it is better to see a clinician who knows your 'story'.

If you need 'urgent' help and your usual GP is unavailable that day, the receptionist, whom the on-call GP helps, will be sure to identify the most appropriate course of action for you.

Middlewood also offers appointments to see a clinician other than your usual GP. When more specialist knowledge or skills are required, such as diabetes, respiratory care or women's or men's health.

How will PATCHS help us provide continuity?

PATCHS, the new online consultation system, is one way of helping us provide continuity, enabling us to handle the assigning of online queries to the most appropriate clinician more effectively.

COVID Booster



Invites have been sent via text and telephone for people to receive their COVID vaccinations. Middlewood patients aged 75 and over and those who are immunosuppressed.

These COVID clinics will take place at Poynton Civic Hall and will be by invitation only.

We must stick strictly to the national eligibility criteria, and we do not influence which vaccination Middlewood is supplied with.

Please do not contact us if you think you are eligible and haven't received an invite until after Monday, April 24th.

How should I contact Middlewood?

Telephone us if you...	patches Use Patches for...	NHS App Use the NHS App for...
<ul style="list-style-type: none"> ✓ NEED to see or speak to a clinician today or in the next 48 hours - i.e. your request is clinically urgent 	<ul style="list-style-type: none"> ✓ non-urgent medical issues NOT needing an appointment in the next 48 hours 	<ul style="list-style-type: none"> ✓ requesting medications that you have had from us before and recently (acute or repeat)
<ul style="list-style-type: none"> ✓ have been asked to book an appointment with a doctor or nurse 	<ul style="list-style-type: none"> ✓ referrals / sick notes / other admin queries 	<ul style="list-style-type: none"> ✓ blood results
<ul style="list-style-type: none"> ✓ cannot get online <p>Bollington - 01625 462593 Schoolhouse - 01663 762484 McIlvrde - 01625 872134 Priorslegh - 01625 872299 8am - 6.30pm</p>	<p>Please DO NOT use Patches for...</p> <ul style="list-style-type: none"> ✗ medication requests ✗ blood results ✗ urgent clinical queries 	<ul style="list-style-type: none"> ✓ immunisation history ✓ booking some appointments if you have been asked to do so by the surgery

March Activity

Here is a summary of Middlewood's activity in March, the number of phone calls received, appointments provided, and medication and PATCHS.

What is the role of a Physician Associate?

Our Physician Associates (PAs) are healthcare professionals working as part of our medical team supported by our GPs. PAs can conduct physical exams and diagnose and treat illnesses. They can order and interpret tests, as well as develop treatment plans. Here at Middlewood, PAs help us improve access to quality care for our patients.

In Middlewood, we have 5 PAs; Alex, Tom, Kate, Beth and Katie.

We are sadly saying goodbye to Caitlyn, who is emigrating to Canada. Good luck, Caitlyn!



News from our Patient Participation Group (PPG)

Billie Farrell, a Poynton PPG member, supported by Becky Lea from the Bridgend Centre in Bollington, has worked with students at Tytherington High School to design their version of the Wellbeing Card. Poynton High School originally developed this with Sharon Duke, Communities' coordinator, Poynton Town Council. The well-being card is now in circulation, and further discussions are taking place with both schools to develop the use of the important information included on the card.



Activity March 2023

patches

18508 Total patients registered with PATCHS



14152 Booked clinical appointments



38595 Medication items prescribed

25074 Inbound Calls



538 Patients did not attend their appointments

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



13118 Patients received a prescription

patches

6278 Total PATCHS requests

Middlewood

Cancellation Line

You said we did.

Over the last few months, we have closely monitored Middlewood's appointments. In these figures, the number of appointments wasted by people not attending (DNA's) have shown increased volume.

In March, we had 14,152 clinical appointments booked and 538 (135 hours of clinical time) wasted. We looked at the possible reasons for the DNAs and listened to you saying that you were waiting on the phone to be able to cancel an appointment.

Taking these two points, we have now launched a cancellation line. When you call Middlewood, you can choose Option 4, which takes you to a cancellation line. This is an automated voicemail where you will be asked to leave your Full Name, Date of Birth, 1st Line of your address & details of when the appointment is.

This line will help to ease the number of wasted appointments & help you to get through to cancel any appointments in a more accessible way.