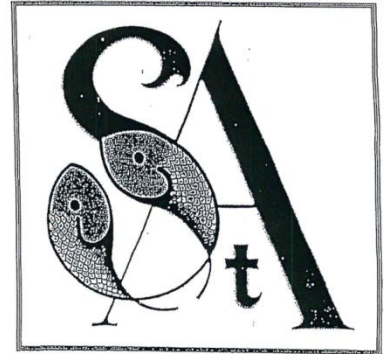


# ST ANDNEWS



## Merry Christmas, a Happy New Year and thank you for your patience

All the Doctors, Nurse and non-clinical staff at St Andrew's Surgery would like to wish all of our patients a Merry Christmas and a Happy New Year.

We would also like to thank you for the patience you have had over the past few years. The Covid Pandemic has left a lasting impression on many of us and whilst we hope the worst is now over, we continue to plan for further vaccination programmes, strengthen the resilience of the surgery, and see what small benefits we can take from the lessons we have learned.

Over the course of 2023 we aim to return our Practice to the levels we were so proud of before the Pandemic.

## Message from Mark...

For the many of you who do not know me, and have never had need to speak with me, my name is Mark Tyrrell and I am the Managing Partner at St Andrews. I have managed the Surgery since 2016 and in January 2022 I joined the partnership, alongside Dr's Taylor, Muhlemann, Revill and Fitton and together we run St Andrew's Surgery.

As most of you will know, last week we took the difficult decision to make the surgery an 'Urgent Only' service and removed the ability for patients to book any routine appointments. We were not the only surgery to do this and later that day, the commissioner for NHS services across Hampshire and the Isle of Wight declared a critical incident for all NHS services across the county, including GP service. This is the first time in the history of the NHS that such a declaration has been made and demonstrates the extreme pressure all areas of the NHS locally are under. Here at St Andrew's we have been seeing, and speaking to roughly twice as many patients as we would usually expect to who have requested an Urgent, on-the-day appointment. The alternative to 'Urgent Only' was for GP's to see more and more patients, risking tired and mentally exhausted GP's having to see complex medical issues. I hope you will agree that this is not safe for our patients and we therefore took the least worst option available to us.

In the New Year we hope that we can, in time, open up our routine appointments, return the wait time to within 5 working days and restore all our Long term condition clinics and additional services. However we need your help, so please read on and find out how.....

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### Working hours

- Monday 8.00-18:30
- Tuesday 8.00-18:30
- Wednesday 8.00-18:30
- Thursday 8.00-18:30
- Friday AM 8.00-13.00
- Friday PM 14.00-18.30



## Annual Reviews

Due to the Covid Pandemic and the challenges in returning NHS services to normal following it Annual Reviews have not been carried out to the same extent.

This now gives us the opportunity to review how Annual reviews are carried out and to balance these out throughout the year.

Therefore, from April 2023 we will be looking to invite people, where appropriate, in for their annual review in the month of their birth. We will do this in the first instance by text but will also use other methods such as letters and telephone calls.

We hope this system will make this easier for both patients and the surgery.

## Healthier Together and the NHS website

We understand how difficult and stressful it can be when you feel ill, and we are here for you in those times. However much of the urgent demand presently is for minor illness where self-care and over the counter medication are most appropriate. These 2 resources are here to help you understand your illness, what you should do, and when you should look to get help from either the Surgery or call 999.

### Healthier Together (for children)

[www.what0-18.nhs.uk/](http://www.what0-18.nhs.uk/) offers advice and guidance for parents regarding what they should do if their child is unwell. They have recently added a new button on the homepage specifically for Strep A and Scarlet Fever. We would encourage all parents of our young patients to use this resource first and call us when advised. It is available both on the website and also as an App for both Apple and Android users. As a parent myself I have found it invaluable at times.

### NHS Website (for adults)

[www.nhs.uk/conditions/](http://www.nhs.uk/conditions/) and also available on the NHS App by pressing 'Advice' has a huge A-Z list where you can get advice about your current healthcare issue. It will advise what you can do, and when you should seek help from your GP, and if you should go to A&E.

**By using these resources in the first instance and calling the surgery when appropriate you will ensure those who need to be seen are, and we can also return our routine care to normal levels. Thank you.**

## More Patients, Higher Demand, Less GPs, but not here.....

Nationally there are more patients than ever registered with a GP surgery in England. The data shows that each patient is now being seen more often by their GP Surgery than ever before. However this combined increase in demand is being met by a reducing number of fully trained GPs. Data released yesterday (22 December) showed that in the last year alone across the country there were 1.7% FEWER fully trained GPs. This despite the promise in 2015 of 6,000 additional GPs by this point, which would represent an increase of over 20%!!!!

At St Andrew's not only have we been able to recruit additional GPs but we are also a significant trainer of the next generation of General Practitioners. Since the beginning of the pandemic the list size at St Andrew's has grown by almost 9.5% and we have increased the number of GP sessions by 14% to accommodate this. We also have 4 GP Registrars (trainee GPs) with us.

As you may appreciate, this means that we are struggling to accommodate enough GPs at our site at Market Street. We are therefore looking at all options to ensure we remain here in the centre of Eastleigh whilst also not having to close our list. This also means we have to offer more appointments as telephone calls to allow GPs to work away from our building.

## Primary Care Network (PCN) – Eastleigh Health

Primary Care Networks have existed for the past few years, and the one for our patients is called Eastleigh Health. St Andrews took over as the lead practice for the network in 2022 and it is a partnership with Boyatt Wood, Archers and Parkside Practices. The increased numbers of patients makes some services far easier to offer and you may see.....

### **1<sup>st</sup> Contact Musculoskeletal (MSK) Practitioner**

This is a physiotherapist but they are not here to offer physio, the NHS already has that service. Instead of seeing a GP for an MSK issue (aches and pains in your muscles and limbs) the MSK practitioners are able to diagnose and offer onward referral and treatment options, just as the GP would.

### **Paramedic**

The PCN has paramedics who predominantly undertake our home visits for those patients who are housebound. However they are also able to undertake many other roles, have been involved in our vaccination programmes and can also see some urgent on the day cases.

### **Pharmacist**

The pharmacist undertakes a lot of work for the PCN in both diagnosing conditions and in prescribing medication. You may get a call from them as they seek to help improve health outcomes across Eastleigh.

### **Care – Co-Ordinator's**

Sometimes the health system can be a confusing place to navigate and our care-co-ordinators are here to help with that. We currently have two, one working with our patients with Learning Disabilities (and their carers) and the other working with those patients diagnosed with cancer. We continue to look at other areas where they will also be able to help patients

### **Mental Health Team**

Lastly but by no means least, we are looking to build a truly Primary Care Mental Health team, that is a set of practitioners who can see the whole range of mental health issues facing our patients. The team currently comprises Mental Health nurses, Health and Wellbeing coaches, Social Prescribers, and we are also recruiting further care co-ordinators and an Occupational Therapist to the team at present. Over the next few months we hope to transform the care of those patients experience an issue with their mental health and instead of seeing a GP, you will be directed into this team who will be able to look after you. They will have the ability to step patients up into secondary care mental health (CMHT) and look after those being discharged from that service. We are really excited by this and hope that not only will it release some pressure on our GPs but also improve the level of care we are able to offer patients in these difficult times. We hope to be able to bring updates on this throughout the coming year.

### **Space**

Many of these staff can work remotely, from home and speak to people on the telephone. However many still need to see their patients face-to-face. You may therefore see these practitioners at different locations, at The Health Centre, in private rooms at The Library, and we are current exploring options at the Leisure Centre. We encourage you to see these clinicians when you are offered an appointment with them and you will be informed where it is.

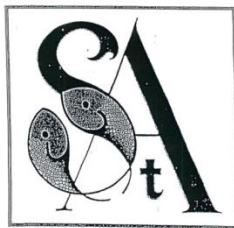
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## Communication – We will text you

As we have had reduced contact with many of our patients over the past couple of years there is a lot of updating we need to do on patient records. We are also finding that more and more can be done without patients needing to come into the surgery as much. To make this happen we need to communicate with you in different ways but the predominant way we will do this is via text. We can pick up a lot of the information we need, or send to you the information that you need via text and we have been doing this more and more.

Thank you, for you help in allowing us to text you, and we will do all we can to ensure you only receive messages when necessary and to keep these to the minimum.

Over the coming months, as we update all our information, your records and develop new ways of working using digital options where possible you may receive a higher amount of texts from us. Some may allow you to reply, some may give you a weblink to access, or a questionnaire to complete. We can even send you a text which allows you to book specific appointments based on your healthcare needs. We might not always get this right but we are looking to ensure that we manage your healthcare in as efficient way as possible both for the surgery and for you. If you have any suggestions we will always welcome them



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*See us at:*

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