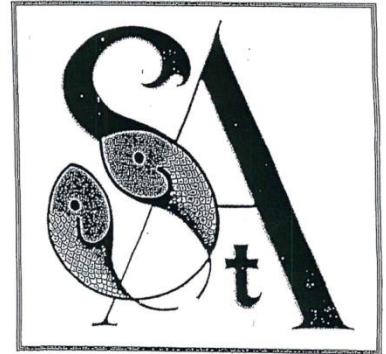


St *AndNEWS*



New Year, more improvements

INSIDE THIS NEWSLETTER:

Improvements
Zero tolerance
Code of conduct
Collective action
Useful websites

1
2
3
4
4

Eastleigh Health Centre

We continue to settle into the new rooms we have at Eastleigh Health Centre and working to iron out all of the teething issues that come with such a big venture. Please bear with us as we continue to make our EHC site patient perfect. To help us, please make sure you know where your appointment is and arrive at the correct site on time. You will receive a text confirming your appointment and location, so please do double check this To clarify, all urgent on the day appointments are still held at our Market Street site, along with our nursing provision. Routine GP appointments are at both sites and all our GP's work across both.

Working hours

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

Rapid Health – Make sure we have your email address

For the past few years we have had e-consult as an online consultation module, a requirement from the NHS. We were not happy with either the patient experience nor the outputs to the surgery and we therefore did not encourage patients to use this. In January we are changing our online consultation module to Rapid Health and believe this will be more beneficial to both the patients and surgery.

The new system will allow you to input your issue, ask relevant questions to triage you appropriately and then offer you the most suitable advice or appointment. It will have access to all the appointments that our receptionist can see and it will be for patients to choose whether they want to use the system. The one thing the new system will require is an email address so if you have one and want to make use of the new system please make sure we have those details.

DNA's (Did not Attend Appointment)

In the past three months, 780 patients have missed their appointments. To address this issue, patients who repeatedly fail to attend without notice will receive warnings and may ultimately be asked to register elsewhere. We understand that life happens, but if you can't attend your appointment, please inform us as early as possible. This allows us to offer the slot to someone else in need.

Ho, Ho, NO! Enough is Enough

We would like to take this opportunity to wish all our patients a Merry Christmas and a Happy New Year. Your support means so much to us and we know that the efforts of the surgery are appreciated by the vast majority of our patients, and we truly value the kind words and gestures from so many of you. It's incredibly uplifting when someone takes a moment to share positivity or treat the team with gifts like biscuits or chocolates.

Thank you for your thoughtfulness—it makes all the difference!

Sadly, there has been a significant increase in abusive behavior towards our staff in recent months. This is unacceptable, and we want to remind everyone of our commitment to maintaining a safe and respectful environment for all.

To address this issue, we will be strictly enforcing our **zero tolerance policy**. Any instances of abusive or aggressive behaviour will result in the following actions:

1. A formal warning letter will be issued.
2. If the behaviour continues, you will be deregistered from our practice.

Unfortunately, in the past few weeks:

- The Market Street surgery was locked down for several hours following a significant death threat to a member of staff
- 2 patients have refused to leave the surgery building and been removed by Police
- Episodes of abuse (verbal, emotional or physical), aggression and threat towards staff, leading to warning letters to those patients has increased.

As we move into a New Year we sincerely hope this troubling direction of travel reverses. We understand there is frustration about the current state of the NHS; we are all patients somewhere too, but the surgery and staff should not be subjected to intimidation, aggression and abuse. Our team is here to help, and we ask for your cooperation in ensuring a positive atmosphere for everyone. We have included our code of conduct overleaf.

Did you know?

- General Practice used to get about 11% of the NHS budget, it is now less than 6%!
 - Since 2019, despite 4m more registered patients there are 726 fewer GP Practices and more closing/merging each year
 - GP Surgeries cannot put prices up like shops and bars, unless properly funded the changes to minimum wage and National Insurance will cause more to be unsustainable
 - In the past 12 months St Andrew's have offered over 50,000 appointments, almost 2,000 the patient has failed to attend!
-

Code of Conduct

St Andrew's surgery is committed to providing a safe, respectful, and effective environment for all patients and staff. To ensure a positive experience for everyone, we ask all patients to follow this Code of Conduct:

1. Respect for Others

- Treat all staff, other patients, and visitors with respect, dignity, and kindness.
- Refrain from using abusive, threatening, or discriminatory language or behaviour.
- Be mindful of the privacy and comfort of others in the waiting area and consultation rooms.

2. Appointments and Attendance

- Attend appointments on time. If you are unable to attend, inform the surgery as soon as possible to allow others to use the slot.
- Understand that appointment slots are limited; avoid frequent cancellations or no-shows.
- If your appointment is urgent or you require extra support, communicate this clearly when booking.

3. Communication and Cooperation

- Speak to staff politely and calmly, even if you are frustrated. Aggressive or rude behaviour will not be tolerated.
- Provide accurate and up-to-date information about your medical condition and contact details.
- Follow the advice and instructions provided by your healthcare professional to support your treatment.

4. Use of Surgery Facilities

- Respect the surgery premises, equipment, and staff. Do not damage property or misuse facilities.
- Keep the environment clean and dispose of any rubbish responsibly.
- Refrain from eating, drinking, or making excessive noise while inside the surgery, unless medically necessary.

5. Zero Tolerance for Violence or Aggression

- Physical violence, verbal abuse, or threatening behaviour towards staff or other patients will not be tolerated.
- Any incidents of aggression may result in removal from the premises, termination of registration, or involvement of the police.

6. Emergencies and Priority Care

- Be understanding if emergency cases need to be prioritised over routine appointments.
- Follow the instructions of staff during emergencies or unforeseen circumstances.

7. Feedback and Complaints

- Raise any concerns or complaints constructively through the surgery's formal complaint process.
- Avoid confronting staff directly with grievances outside of this process, including demanding to speak to a manager.

By following this Code of Conduct, you help create a safe, efficient, and respectful environment for everyone.

If you have questions or need support in understanding this Code of Conduct, please contact the reception team.

Thank you for your cooperation

GP Collective Action

We mentioned earlier in the newsletter about the percentage of the NHS funding that general practice receives; just under 6%. We feel it is necessary to inform you about recent collective action taken by GPs nationally as part of the British Medical Association (BMA) initiative. GP practices cannot strike like our colleagues in secondary care as we are private providers of NHS contracts. The purpose of this action is to highlight to the government the significant amount of work general practice undertakes beyond the scope of the GP contract. This is a vital step to ensure the challenges faced by primary care are recognised and addressed.

As part of this action, St Andrew's have chosen to adopt the Safe Working Guidance recommended by the BMA. This means that once we have reached full capacity for the day, we will now redirect patients to NHS 111 for further assistance if requiring urgent care.

Please know that we carefully plan our same-day urgent appointments. Striking the right balance is complex and involves significant effort from our team. We remain dedicated to providing the best possible care within the resources available to us and will continue to work hard to ensure we have enough urgent capacity, whilst maintaining our 5 working day wait for an appointment.

To help us manage the day effectively, we kindly ask that you call us between **8:00 am and 10:00 am** for urgent same-day appointments. Your cooperation in calling within the recommended time frame helps us maximize our resources and ensures that urgent needs are met more efficiently.

You can find out more about the BMA guidance on GP collective action here: [GP campaigns](#)

Useful websites:

www.what0-18.nhs.uk/ offers advice and guidance for parents regarding what they should do if their child is unwell. It is available both on the website and also as an App for both Apple and Android users. 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.



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