

BARCROFT MEDICAL PRACTICE

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Practice News

Welcome to the first edition of the Practice News from Barcroft Medical Practice. This will be the first in a series of newsletters where we plan to keep you updated with everything going on in your Practice. We will update you on what we have been doing and working on. We will introduce the team you may see if you visit us. We will share tips to get the best out of your appointments and the best way to access what you need to for your health care. We will keep you updated on current affairs affecting Primary Care.

CALL AND ACCESS VOLUMES

Did you know in September we Answered 3745 Calls, we had 42,139 hits on our website with 10881 log in to the NHS App to manage 582 appointments

APPOINTMENT ACCESS

During September we offered 5025 appointments, with a current patient list size of 11,003, potentially we could of seen nearly half of you all during September.

New Staff Members

Dr L Pun GP Registrar
Dr E Lambert GP Registrar
Michele Sousa-Mello - Admin

Covid / Flu Vaccination Clinics

We are holding regular clinics weekly, these are filling fast so if you are eligible, contact the practice or book via a link once sent to you.

How to Book an Appointment

Whether it's a GP, Nurse, Physio or Social Prescriber there are various ways of booking with us. The easiest way to book a GP appointment is using an online platform such as the NHS App or Surgery Online Services. All GP appointments are bookable this way, Reception do not have any additional appointments to book. GP appointments are released throughout the day so if you can't find what you are looking for the first time you look, please keep trying. Alternatively, you can book by calling the practice on 01980 623983 or by popping into reception where our team of receptionists will greet you. Some of our nurse appointments such as blood tests and cervical smears, are also available to book online. For other appointments please call the practice where our trained reception team will guide you to the most appropriate appointment and assist you with booking this.

There are other services that can be utilised should you not need a GP appointment. Such as Pharmacy First, there are a list of 7 common conditions such as sore throats, ear infections and sinusitis that can be assessed and treated by a pharmacist without needing to contact us. Our reception team will also directly refer to the local pharmacy should you present with one of these conditions.



HINTS AND TIPS OF HOW TO GET THE MOST FROM YOUR GP APPOINTMENT

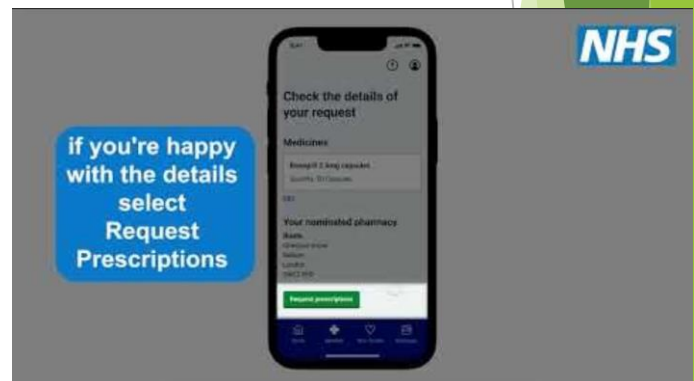
01 Book the correct appointment type, face to face, telephone, nurse etc	02 Choose what is the most important issue you wish to discuss
03 Be prepared for your appointment with any questions you wish to discuss	04 A GP appointment is 10 minutes, if you need to discuss multiple concerns, please book a double appointment

NHS APP

With 64% of our patients on the NHS App it is an easy way to access various things please see a handy home page guide and guide to request repeat prescriptions



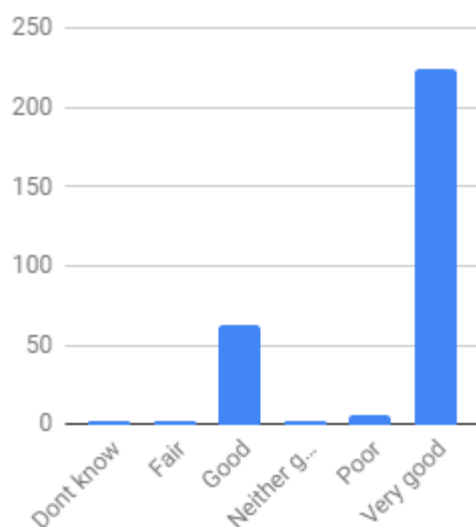
[The NHS App homepage - YouTube](#)



[How to order your repeat prescription on the NHS App](#)

NHS Friends and Family

After GP surgery appointments patients receive an SMS inviting them to take part in a short survey regarding their care. Our results are below. Thank you for taking part in these surveys.



VALUE	FREQUENCY
Very good	224
Good	63
Poor	6
Fair	2
Dont know	2

Current Health Promotions

Movember - To all those taking part in activities to support mens health we would like to say a big thank you. For more information search for 'movember' in any internet search engine.

November is also Lung Disease awareness month, if you are displaying symptoms such as persistent cough, breathlessness, unexplained weight loss please make an appointment to see us.