



NHSAPP SUPPORT



Daniel (customer services manager, pictured) and Matthew (digital transformation lead) ran our first NHS App training session on 12th December and it went really well. Our next session is arranged for 20th February at Heworth Green Surgery.

We can help you register, support you to navigate the NHSapp and highlight all the useful things you can do on the app Including:

- It is the easiest and quickest way to order your repeat prescriptions
- You can see all your clinic letters and test results

Email ppg@priorymedical.com to learn more or book in.

If you have any relatives or friends that might find this useful, please ask them to get in touch.

NHS111 – how can they help?

We often get asked what NHS 111 is and how they can help you:

- NHS 111 is a service that can help you if you have an urgent medical problem that is not life-threatening. They can help if you are unsure who to contact for advice and help.
- The staff are trained to provide self-care advice and connect you to urgent care services such as: pharmacies, mental health support, GP, emergency dental services or local urgent treatment centres.
- You can call NHS 111 24 hours a day, 365 days a year. For advice about people aged 5+, you can also use the NHS 111 online service > <https://111.nhs.uk>
- More information here: <https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/when-to-use-111/>
- You should call 999 if you have a life-threatening illness or injury



What happens when we are full?

We have experienced high demand for same day/urgent appointments in the last few weeks. It is important that each GP is able to assess and see a safe number of patients (recommended number is 25 per day). This helps prevent burnout and ensures high quality safe care. Some GPs see more than double this number, which is not safe. It is important to us to look after our staff and ensure they have time and capacity to look after patients without feeling rushed or under pressure.

We know that it can be really frustrating when you cannot get an appointment when you want or need it. When we reach an unsafe level of cases we will sometimes have to signpost patients with an urgent problem to other services such as NHS111, physiotherapy or community pharmacy. We want to prioritise seeing the most in need and will do what we can to ensure we triage and prioritise the most unwell or most at risk/vulnerable.

How can you help?

- If you have a minor/viral illness, please consider using the NHS website or asking your local community pharmacy for advice.
- If you have a joint or musculoskeletal problem and want to access some exercises or speak to a physiotherapist, use the [Your Physio website](#) to see useful stretches, advice and to self-refer to physio.
- If you have a dental problem, please contact your registered dentist. If you are not registered with a dentist, please contact NHS111 and they can arrange emergency dental treatment as needed.

Please be reassured we continue to offer a mixture of routine (pre-booked) and urgent (same day) contacts across our sites. At times of high demand you may be sign posted to NHS111, pharmacy or dentist if we have reached capacity.

You can contact NHS111 online or by phone 24/7.



#teamPMG staff spotlight: Whitney McAllister – Digital & Governance Coordinator

I joined PMG in 2021 and have had a few different roles since. Now though, I have a dual coordinator role which I work remotely from my home in Scotland.

Half of my time is spent with the Digital Team. There's a lot we do in the digital team (too much to describe in this article) but my main digital duties include processing new staff and leavers, submitting practice claims and returns, building reports, and resolving digital queries from staff. While this doesn't directly impact patients, our aim is to support our staff so that they can continue to support you.

The other half of my time is spent with the Governance Team. Governance in General Practice is "a systematic approach to maintaining and improving the quality of patient care" (CQC, Dec 2022). We are a small team, but each week we look at new complaints, reported incidents, and recent patient feedback so that we can identify what we are doing well and where there are areas for improvement. Reviewing this data weekly helps us spot trends and understand what our patients feel is important to make them feel safe and secure while in our care. We want to prioritise these areas.

We also need regular assurance from other areas of the group that we are maintaining the good practices we have already established. This is done through regular audits by team leaders and GPs, each of whom have an escalation protocol should an audit highlight a problem. This is great for making the practice feel assured of our own performance, but what about providing this assurance to patients and other healthcare providers? This is where the Care Quality Commission (CQC) come in. They are an independent regulator who make monitor and inspect health care providers, and then publish the results (or in extreme cases, take action). As a governance team, it is our job to make sure our surgeries and our performance data is available to the CQC when they ask for it.



Patient Engagement Group

Our refreshed PPG meetings have been going really well.

The meeting in March will be focusing on those who need support to access us or who have specific needs. We want to hear from you if:

- You are a carer
- You have physical/mental disabilities and need reasonable adjustments
- You have translation/language needs

Please email us on ppg@priorymedical.com if you would like to find out more

We recognise that many complaints we receive are related to having to wait for a routine appointment. We are actively working with the Patient Engagement Group. Access to GP appointments is an issue across the country. We are taking part in The national NHS General Practice Improvement Programme (GPIP) to look at how we can improve our access in the future.

“Demand and complexity in general practice are increasing, and practices are facing a widening gap between patient demand and the capacity available to meet that demand. All practices have pressures and workforce challenges..”

[NHS England GPIP - click here to learn more](#)

How to feedback

You can get in touch in a number of ways, all the surgery links and information is on the [CONTACT US](#) page on our website

- Friends and Family form
- Feedback form at our surgeries
- Formal complaint
- Google review
- NHS review

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- instagram: [@priorymedicalgroup](#)
- facebook.com/priorymedical