ENT NEWSLETTER PATIENT

ARIEL HEALTHCARE

NEWSLETTER



Issue 001 August 2024

COMING VERY SOON!



Our appointment system is changing and will be adapted to support the increase in demand for healthcare services. We are launching our new online portal called KLINIK. Patients can submit requests for care online between 7am to 4pm Monday to Friday excluding bank holidays. If you are not able to use the online system, then you can be supported to use the system by phone between 8:30am to 6pm. We will also make the system available to use our waiting rooms.

The practice team are in the final stages of training, to which we will then begin our soft launch to a selection of patients. This will allow us to iron out any anomalies or make changes to process prior to enabling for the wider practice population.

RSV

Respiratory syncytial virus (RSV) is a common cause of coughs and colds. It usually gets better by itself, but it can be serious for some babies and older adults.

In line with national guidance - The practice will be offering the RSV vaccination to those who are:

- Aged 75 to 79
- You're 28 weeks pregnant or more this will help protect your baby for the first few months after they're born.

We will begin to send out invites to all eligible patients at the beginning of September.

More information can be found using the link below https://www.nhs.uk/conditions/respiratory-syncytial-virus-rsv/

Flu Vaccinations

Our plans for the upcoming flu vaccination season are almost complete!

Following really positive feedback from last year, we will once again hold our clinics at Chard Young People's Centre on Tuesdays and Thursdays throughout the month of October. A one off clinic will also be held at our St. Marys site on 5th October which is aimed for those who may not be able to attend an appointment during the week. We will begin to send out invitations to those who are eligible towards the end of this month. We'd ask that you do not contact the practice for the time being, but wait to receive your invite which will be sent in the form of a text message, email or through your door. There are around 5,500 patients who are eligible to receive the vaccination, so your patience is appreciated.

Fore Street building update

Due to unforeseen building issues, our Fore St site has reduced reception and waiting areas. We appreciate the understanding and support of our patients during this time. Unfortunately, the extent of the issues requires the building to be vacant for remedial work, which will take time.

As a result, we will be relocating our Fore St site to the former Springmead Surgery building in the coming months. While this move doesn't increase space, it is necessary to stabilise our current premises. We're also continuing efforts with NHS Somerset and the Council to establish a new, long-term Primary Care solution for Chard. Please note, the upcoming Summerfield Road site is not yet open for healthcare services. Until further notice, all appointments, queries, and prescriptions will be handled at our current St Mary's and Fore St sites.

CONTINUED...

GP Survey

Recently, a local newspaper published an article ranking Somerset's GP surgeries, where our practice was unfortunately placed at the bottom. We believe it's important to clarify that these rankings are based on the annual GP Patient Survey, an independent survey conducted by Ipsos on behalf of NHS England. This survey is sent to over two million patients registered with GP practices across England and aims to capture how people feel about their GP practice.

For the 2023 survey, which concluded in December, 108 of our patients completed the survey out of the 278 who received it. This represents a completion rate of approximately 39%, equating to just 0.54% of our total practice population. While we respect the feedback provided, we recognise that it reflects the views of a small percentage of our patients.

We fully acknowledge that improvements are necessary, and we are actively working on them. However, meaningful change takes time, and we ask for your patience and understanding as we work hard to enhance our services with the resources available to us.

In addition to the GP Patient Survey, our practice also participates in the national standardised Friends & Family Test (FFT). After each appointment, patients receive an SMS link to provide feedback on the care and service they received. We are pleased to report that over the past six months, our practice has consistently achieved a Recommended score between 80-90%. So far in August, 90% of respondents have rated their experience as Very Good or Good, with 239 out of 267 patients providing positive feedback.

We are committed to continuing our efforts to improve and provide the best possible care for our patients. Your feedback is invaluable, and we appreciate your ongoing support.

Feedback Category

Month	Appointments	Responses	Response Rate	Very Good	Good
April	2716	359	13%	184	82
May	2773	664	24%	471	93
June	3118	846	27%	626	134
July	3449	1016	29%	736	165
August	909	267	29%	201	38
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Not Recommended (%)		Neither/Don't Know (%)		Recommended (%)	
9		8		84	