



DOWNLAND PRACTICE

Patient Info Sheet Issue No: 025 (September 2023)

Welcome to the Downland Practice patient info sheet, we have the following updates:

1. NHS app
2. Care Coordinator update
3. Medication deliveries
4. NHS feedback
5. Change of GP requests
6. Pharmacy services

NHS app

The Downland Practice is now using the NHS app to send patient messages. The NHS currently spends a huge amount on text messages sent to patients so in an attempt to help this, the NHS app messaging feature has been introduced. Patients with the NHS app downloaded and their notifications switched on will automatically receive text messages from the practice as app notifications instead. Downloading the NHS app and switching notifications on is optional. If you do not wish to switch this on, we will continue to contact you by phone, text, and letter as usual.

For more information on downloading the app, switching notifications on or off, and more on how the app is used, visit <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/messaging-in-the-nhs-app/>.

Care Coordinator update

Our Medical Reception Team is now our Care Coordination Team. Our Care Coordinators are trained to signpost patients to appropriate care and in addition, are now responsible for coordinating reviews for patients with chronic health conditions. We are pleased to say that our recent patient survey results showed that 66% of our patients found it easy to get through to us by telephone (this is higher than the national average of 50%) and we are also thrilled to say that 85% (compared to the national average of 82%) of patients found our Care Coordination Team helpful. This is also up from last year when the figure was 73%. For continuity of care, routine appointments will be offered with your own doctor, urgent care may be dealt with by our paramedic or duty doctor. Thank you for working with us to make sure we can continue to deliver excellent patient care.

Medication deliveries

The Downland Practice do weekly drop offs of medications to some of the local villages. In order for this to occur, someone from the village needs to sign up to be the receiver of the medication and hold this until collected by the patient. All medications are in sealed bags and only the name of the patient is available. No Controlled Medication or fridge items can be sent using this system. Patients can request to use this service by contacting the Downland Pharmacy on pharmacy.downland@nhs.net, this will require filling out a form that you are



happy for your medication to be delivered to your local drop off point. Drop off points and days are listed below.

Tuesday

Leckhampstead
East Ilsley
West Ilsley
Hildesley Court

Thursday

Hermitage
Yattendon
Hampstead Norreys
Brightwalton

Our GPs are in the process of assessing the need of all patients currently receiving home deliveries. Going forward, these will be strictly reserved for patients who cannot leave their homes. As such, we are looking to expand our drop off points. If you or someone you know is interested in setting up a drop off point in your village, please email our Pharmacy Team on pharmacy.downland@nhs.net.

NHS feedback

The last few months has seen the patient feedback via the NHS website increase. A link to our reviews page and Friends and Family Survey is sent out to patients with mobile numbers after their appointments. We see all responses and aim to respond to each in a timely manner. All views can be looked at by anyone and the last few months of responses has been shared and welcomed with the staff at the Downland Practice. Have a look at the below link.

<https://www.nhs.uk/services/gp-surgery/the-downland-practice/X36437/ratings-and-reviews>

Change GP Requests

We are getting several change GP requests; this is where the patient's named GP is requested to be changed for another GP. Please be aware that if the GP you request already has a full list of patients, then you will be allocated to a GP who has capacity in their patient list. We do try and action GP change requests in a four-week period, however this can at times be longer depending on other demands on the practice and GP holidays.

Pharmacy Services

Our pharmacy is a very valuable community resource that has been under increasing pressure over recent months. Due to pharmacy closures in Newbury and the surrounding area, our pharmacy is under increasing strain. To help with demand, please allow 5 working days for your repeat prescription. Pharmacy calls are being transferred to our Care Coordinators who, if they cannot help, will pass your details and query to the pharmacy team. If you need medical advice, a pharmacist is sometimes more appropriate to deal with your problem than a GP or nurse. For information on help you can get from the pharmacist, see <https://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/pharmacies/how-your-pharmacy-can-help/>

Website Links – Please click on the below links to the practice website for other news.

NHS app

https://www.downlandpractice.nhs.uk/practice_news/nhs-app/

Flu and COVID vaccinations

https://www.downlandpractice.nhs.uk/practice_news/flu-vaccinations-3/