

BARNT GREEN SURGERY Winter 2024

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Dr Sarah King will be leaving the practice at the end of March. She has long been a valued member of the partnership and practice team and we hope that you will join with us in wishing her the very best with all her future endeavours.

The practice continually assesses access to the practice for our patient population and is presently being support by NHS England's GP improvement team as it works towards implementing NHS England's view of Modern General Practice Model. We have chosen to participate in an accelerated programme which will result in some changes in the future as to how appointments are allocated with the aim of improving patient access and staff wellbeing.

One of the aims of the modern general practice model moves away from the idea of treating patients on a first come first serve basis to offering care based on a patient need.

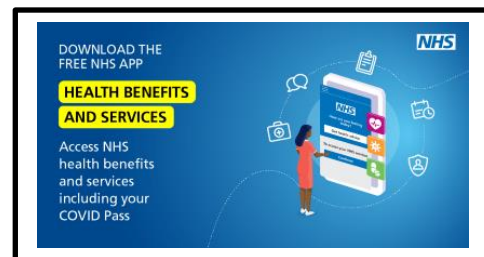
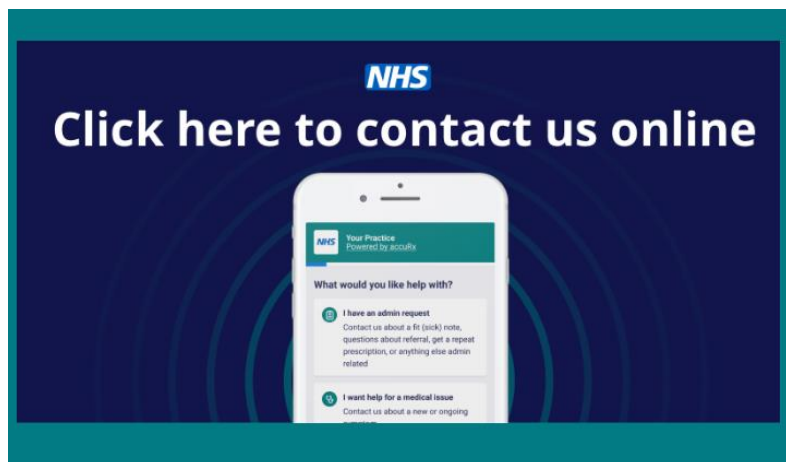
One of the biggest changes we have implemented so far is for our Duty Doctor to work with our reception team to clinically navigate requests for appointments to the most suitable clinician or service whether it be within our own team or using other local services.

Other services that you may be sign posted to could be local pharmacies to manage conditions such as a cough, colds or UTI's, self-referral to a First Contact Practitioner for Musculoskeletal issues or self-referral to a minor eye condition service, a hub supported by other local clinicians.

Encouraging patients to sign up and use the NHS APP will also be an integral part of the work that we will be doing especially to support the ordering of repeat prescriptions and getting information from your medical records. More work is being undertaken nationally to integrate information into the NHS APP for both your care in general practice but also hospitals and other services. We encourage all our patients to sign up to the NHS APP and information can be found online at <https://www.nhs.uk/nhs-app/>

Working in general practice along with managing a partnership can be extremely demanding for all those involved and as well as working towards continually trying to improve the services and care we are offering patients we need to balance this with the health & wellbeing of our practice team.

For all non-urgent and admin requests including FIT/SICK notes please use the online form that can be found on our website (contact us online). This will help keep the phone lines free for those needing to contact regarding more urgent matters.



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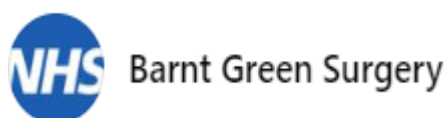
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