



PATIENT'S NEWSLETTER

February 2023

Welcome to Ifield Medical Practice's monthly newsletter

This month we will focus on providing you a little more insightful information on the practice so that we can work together to get the most out of our available appointments daily.

Practice size

At present we have **9913 patients** registered at the practice.

Patients registered at the practice are each allocated a registered GP Partner. We have 4 GP partners and their patient list size depends on whether they are full time or part time.

Dr Dullo has a patient list size of 2917
Dr Jonathan has a patient list size of 2867
Dr A Alexander has a patient list size of 2264
Dr P Alexander has a patient list size of 1861

At Ifield Medical Practice you do not have to only see your registered GP. We will offer you an appointment with one of our Doctors available on the day. Some patients may request to see a female only GP, subject to availability or a particular Doctor for continuity. We will always do our very best to accommodate such requests where possible.

In addition to the GP partners we have our highly valued 4 GP Registrars and a Physician Associate, who are all assets to the practice.

We are looking to recruit a salaried GP to the practice.

We also have a clinical pharmacist who assists the practice with medication changes from hospital discharges, structured medication reviews and medication queries.

Cancelled appointments / Did not attends (DNA)

Sadly every practice get a considerable number of patients who do not attend their appointments or cancel in good enough time. During the month of January we had **189 DNA's**. In the last week alone we had 43 DNA's

We realise how frustrating it can be to not be able to get an appointment at a GP practice. When an appointment is not cancelled in good time, enabling us to fill again, **a missed appointment is a missed opportunity for someone else**. It is frustrating for the patients who need an appointment as well as for the GP practice.

Please be sure to cancel your appointment if this is no longer required by calling our reception team as soon as possible. Alternatively you can email us at

ifieldmedicalpractice@nhs.net

Face to face appointments

During the month of **January** we saw **4180** patients for appointments
2403 of these patients were seen face to face
57% of the appointments were face to Face in January.

So far during the month of **February (1st - 21st Feb)** we have seen **2770** patients for appointments
1564 of these patients were seen face to face
56% of the appointments were face to Face in February.

We are continually wanting to improve our face to face appointments. Please specify if you would prefer a face to face appointment or a telephone call.

Mask wearing



Mask wearing is no longer required in our practice unless it is patient choice or if you are presenting with a respiratory condition.

The clinical team may still decide to wear one however patients do not need to as a standard practice policy.

Feedback on the 'meet the team' morning

On the 10th February, the Management team, our care coordinator and two members of the practice participation group were in the reception waiting room between 10am-midday. The purpose of this morning was to be available for any feedback or questions a patient may have.

We engaged with a good number of patients who came in and we will be repeating this event in six months time.

Ifield Medical Practice wish to have a very open relationship with our patients and allow them the opportunity for their feedback and thoughts.

Thank you to those that attended.

On the day we also had patient survey forms in Reception. These forms are still in our waiting room and we appreciate our patients taking the time to complete their feedback. You can also do this via our website or by using this link

<https://www.mysurgeryoffice.co.uk/FriendsAndFamily/Surveys/TakeOurSurvey?surveyId=20761>



e-consults

Every weekday evening between 6.30pm - 8pm a patient can submit an online request for an appointment or query on our website <https://www.ifieldmedicalpractice.co.uk/> We allow a certain number of forms to be submitted per evening which are then checked first thing the next morning.

We then make contact with the patient that next morning and offer them an appointment within 48 hours, or answer their query as applicable.

Please do consider this option in an evening.



e consult

Requests for supporting letters

We do frequently get patients who book an appointment for an administrative request i.e. a letter or form needed. We are usually happy to complete these requests but outside of surgery time as a letter can not be typed and provided during the consultation. It is important that we keep appointments for clinical problems only. A fee may also apply as some letters and forms are non-NHS services.

If you require a to whom it may concern letter we would like you to submit the request, with further information, electronically first. You can either complete the form on our website www.ifieldmedicalpractice.co.uk/ask-a-doctor-a-question or email us at ifieldmedicalpractice@nhs.net

We will then get in touch promptly to discuss your requirement.

If you need an appointment with the GP we will then book this for you.

Newsletter suggestions

GET IN TOUCH! We would love to get patients involved with the newsletter, after all it's written for you!

Please do send us your suggestions for future topics or ideas. We are continually looking to turn our patients' feedback into real improvements in the services we provide.

email us at ifieldmedicalpractice@nhs.net

