



# Patients' Newsletter

Summer 2024

*A note from the Practice Manager*

Alot has changed since the 1st July at the practice as we moved to a total triage appointment system. The reason behind the commencement of a new appointment system was to meet the terms under the NHS England 2024/25 contract and improve our capacity and access for those who matter most - the patients!

I wanted to thank our patients for engaging so well with the new system. Around 83% of patients are doing the form themselves each day and completing the online form. The request forms all go straight through to the Triage Doctor, who is a GP Partner each day, who will then review your request and decide on the best way to help you and when.

My reception team are completing the online form on behalf of our elderly and vulnerable patients as well as patients who do not have access to the internet.

Whether you do the form yourself or my Receptionists complete it for you the forms all go into the same pathway for the Triage Doctor.

I am very thankful to both the patients and my staff for doing so well with the system in the last few weeks. Each day we learn something new and so it will go from strength to strength.

Thank you

**Sharon Nunweek**  
Practice Manager

**[Complete your appointment request form at  
www.ifieldmedicalpractice.co.uk](http://www.ifieldmedicalpractice.co.uk)**

## **Autumn Covid-19 booster**

This year the practice will be commencing the COVID-19 booster vaccinations alongside our flu vaccination for those eligible in Autumn.

We will contact all eligible patients in September.

# Smoking

Cessation  
Service



Ifield Medical Practice are an  
approved smoking cessation  
site in  
West Sussex

Getting support from your local stop smoking service boosts your chances of success by up to three times. Please book a smoking cessation appointment in the first instance to discuss options available to you and have your CO<sub>2</sub> level measured.

## What happens when you quit?

The sooner you quit, the sooner you'll notice changes to your body and health. Look at what happens when you quit for good.

### After 20 minutes

Check your pulse rate, it will already be starting to return to normal.

### After 8 hours

Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.

### After 48 hours

All carbon monoxide is flushed out. Your lungs are clearing out mucus and your senses of taste and smell are improving.

### After 72 hours

If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.

### After 2 to 12 weeks

Blood will be pumping through to your heart and muscles much better because your circulation will have improved.

### After 3 to 9 months

Any coughs, wheezing or breathing problems will be improving as your lung function increases by up to 10%.

### After 1 year

Great news! Your risk of heart attack will have halved compared with a smoker's.

**Please book an appointment with Maria or Kirstie in our nursing team**



# Going on holiday?

If your bags are packed and you're lucky to be heading off on holiday in the next few weeks there are two things to stop and double-check right now: travel vaccines (and whether you need them for the country you're visiting) and your repeat prescriptions.

Order your repeat prescription at least 4 days before they run out.

If you need a letter for the visiting country to confirm the prescription medications you are carrying in your luggage please complete an 'admin request triage form'

## CQC Inspection

Did you know that the practice had a CQC inspection in late February/early March 2024

Our rating across the 5 key questions is

**GOOD**

### Overview

Latest assessment: 1 February 2024    Report published: 4 June 2024

Safe	<u>Good</u> ●
Effective	<u>Good</u> ●
Caring	<u>Good</u> ●
Responsive	<u>Good</u> ●
Well-led	<u>Good</u> ●

You can read the full report on the CQC website at

<https://www.cqc.org.uk/location/1-546144948>

# GP Patient Survey Results

This month the Practice received the national GP Patient Survey Results.

We are very proud to say that Ifield Medical Practice came third overall out of all of the Crawley practices.

We also came first overall for the confidence and trust in your healthcare provider

Overall, how would you describe your experience of contacting your GP practice on this occasion?

Practice	Percentage Good
Woodlands & <u>Clerklands</u> Partnership	78%
Furnace Green Surgery	76%
Ifield Medical Practice	73%
<u>Bewbush</u> Medical Centre	71%
Bridge Medical Centre	68%
Pound Hill Medical Group	68%
<u>Leacroft</u> Medical Practice	66%
<u>Coachmans</u> Medical Practice	63%
<u>Gossops Green</u> Medical Ctr	63%
<u>Saxonbrook</u> Medical Centre	55%
Langley Corner Surgery	51%
Southgate Medical Group	48%

Did you have confidence and trust in the healthcare professional you saw or spoke to?

Practice	Percentage Yes
Ifield Medical Practice	97%
Woodlands & <u>Clerklands</u> Partnership	95%
<u>Coachmans</u> Medical Practice	94%
Furnace Green Surgery	94%
Pound Hill Medical Group	93%
<u>Leacroft</u> Medical Practice	92%
<u>Bewbush</u> Medical Centre	91%
Bridge Medical Centre	90%
Southgate Medical Group	90%
Langley Corner Surgery	89%
<u>Gossops Green</u> Medical Ctr	89%
<u>Saxonbrook</u> Medical Centre	89%