

Wyvern Health Primacy Care Network

Old Town Surgery Lawn Medical Centre Priory Road Medical Centre

Newsletter July 2024

News

Wyvern Health Partnership has recently split into **two separate Primary Care Networks**.

Wyvern Health PCN—Old Town Surgery, Priory Road Medical Centre and Lawn Medical Centre

Hawthorn & Merchiston PCN—Hawthorn Medical Centre and Merchiston Surgery

POD closure in Swindon

Prescription Ordering Direct officially closed at the end of June affecting many patients and resulted in a high volume of calls and emails for the surgeries. As a consequence of the closure, Wyvern Health PCN have recruited highly experienced staff and established their own Prescription Ordering Service to deal with all prescription requests .

The service supports the surgeries by completing on average

- 450 calls per week
- 440 emails per week

Thank you very much for your feedback regarding the new service, we very much appreciate your kind words and continuing with new ways of ordering your repeat medication.

Our Primary Care Network has employed a full time **Physiotherapist Aniket Govekar** who works one day a week at each surgery and has an additional clinic on a Friday at Lawn Medical Centre.

In May we offered **233** appointments and **175** in June. 96% of patients who used the service in May & June did not need to see a doctor.

NHS APP

Thank you for continuing to use the NHS APP to view your test results and to request repeat medication.

65% of our patient population has registered to use the NHS App. Please continue to encourage your family members, friends and relatives to sign up to the app. You can order medication, access your medication records and view any test results which means you do not need to call the surgery for the information.

Due to the high uptake, **we receive 1100 NHS App medication requests on weekly basis**



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Did Not Attend

From 1st April until 30th June 2024

Old Town Surgery 662 appointments

Lawn Medical Centre 488 appointments

Priory Road Surgery 640 appointments

Total 522 hours lost !!

Please remember to call the practice to cancel any unwanted appointments.



Pharmacy First

Did you know that for seven common conditions, your local pharmacist can now provide some prescription medicine if needed, **without you needing to see a GP**.

We very much appreciate for utilising Pharmacy First Services which is helping with demand in general practices.

Since February to May 2024 we referred **741**

patients to PHARMACY FIRST releasing **123 hours** of doctor and nursing time.



Patient Participation Group

What is the Patient Participation Group or PPG?

A Patient Participation Group (PPG) is a group of people registered with the surgery and want to help it work as well as it can for patients, doctors and staff.

Why should I join?

You have been to the surgery as a patient, parent, carer or friend. Your experiences matter and you can bring different ideas to the surgery to help us treat patients better or to improve what we do in some way. You will also gain a better understanding of the NHS, and gather feedback from other patients. Visit practice websites and submit digital request to become PPG member.

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Cancer Screening Saves Lives!

There are 375,000 new cancer cases in the UK every year and over 1,000 new diagnosis of cancer every day.

There are 167,000 deaths from cancer each year, 38% of these cases were preventable if they had been diagnosed earlier.

Wyvern Health Partnership have been successful in securing funds from the National Health Inequalities funding to support an increase in cancer screening across Swindon.

Pride in Swindon

We are joining **Swindon & Wiltshire Pride** event 10th August 2024 at GWH Park to raise Cancer Awareness within our communities

Please come to the stall to simply say Hi and or share your story with us.

Everyone is welcome.



GP 2024 Patient Survey Results



87% describe their overall experience of Lawn Medical Centre as good

84% describe their overall experience of Priory Road Medical Centre as good

90% describe their overall experience of Old Town Surgery as good

Thank you very much for your feedback. We very much appreciate your comments and we will look upon continuous improvements.

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Coming Soon...

As part of our journey towards **Modern General Practice Model** we will be introducing the patients to the new digital services

- **Websites** that will provide easier navigation and simpler accessibility. All 3 surgeries will have similar look and feel to keep it simple and concise.
- **Wyvern Health PCN Channel** to provide patients with general awareness, new upcoming services and programmes and local charitable news.
- **System Connect** will slowly introduce ways to contact GP without ringing the surgery. We are currently trialling the system with Lawn Medical Centre with plan to replicate the same service at Priory and Old Town Surgeries.
- **iPads** to support the practice staff for translation purposes

Find Right Service For You

	Self care Care for yourself at home	Minor cuts and grazes Minor bruises Minor sprains Coughs and colds
	Pharmacy Local expert advice	Minor illnesses Headaches Stomach upsets Bites & stings
	NHS 111 Non-emergency help	Feeling unwell? Unsure? Need help? Call or go online
	GP Advice Care from the GP Team	Persistent symptoms Chronic pain Long term conditions New prescriptions
	Minor Injury Units and Urgent Treatment Centres	Breaks and sprains Major cuts and grazes Fever and rashes
	www.nhs.uk/ mental-health	Mental health support and advice
	A&E or 999 For emergencies only	Choking Chest pain Blacking out Serious blood loss