PORT ISAAC PRACTICE

Website: www.portisaacpractice.co.uk

f : Port Isaac Surgery

FLU CLINICS 2023

It is recommended to have the flu vaccination in the autumn before any outbreaks of flu.

Remember that you need it every year, so don't assume you are protected because you had one last year.

This year our Flu clinics will be held on:

Saturday 30th September at Bridge Medical Centre

Saturday 7th October at Bridge Medical Centre

Future dates TBC.

To make an appointment for a flu vaccine, please contact the surgery on 01208 880222 or self-book via a link sent through on text.

If you wish to decline the vaccination, please contact the surgery and we will update your record.

DISPENSARY UPDATE

Image (left) shows medication dispensed by our team but not collected. On average, that is 2 weeks of dispensing hours used on uncollected medication.

PLEASE ONLY ORDER WHAT YOU NEED.

The dispensary is currently working approximately 10 days behind. The continued delays are due to:

⇒ Staff shortages

⇒ High demand

⇒ Drug supplier delivery delays

We are currently advertising for a dispenser, the job advert can be found at: **https://www.portisaacpractice.co.uk/practice-information/vacancies/**

Unfortunately the dispensary main supplier is down to one delivery per day rather than two.

We dispense 9,500-10,000 items per month.

Rest assured, we are working very hard to ensure the current delays are only temporary.

NEW OPENING TIMES:

9:30—12:30

14:30—17:30 for prescription collections and queries

Phoneline opening times:

10:00—11:00

15:00—16:00 for prescription queries.

You can order your repeat prescriptions through email prescription.portisaac@nhs.net, website www.portisaacpractice.co.uk, KLINIK (access via our website, or the NHS App.

Operational Pressures Escalation Levels (OPEL)
RED ALERT

Operational Pressures Escalation Levels (OPEL) for general practice are like hospital alerts.
Green, **amber**, **red**, **black**

⇒ Port Isaac Practice routinely operates on amber due to demand.

⇒ We declare a red when the system becomes overwhelmed, and we need to move to emergency care only.

⇒ 60% of practices are reporting red or black alerts indicating unsustainable pressure and 80% are reporting levels of patient contacts roughly double or more the level general practice is funded to deliver.

When we declare red our Klinik – online triage system - is switched off and patients are requested to call in only if they have an emergency as we are at capacity. There has been an increase in Red alerts due to clinical staff shortages. Rest assured, these current shortages are only temporary, however the next couple of months are predicted to be challenging for clinical cover.

Why are we at capacity:

⇒ The average number of patients each GP is responsible for has increased by nearly 17% since 2015 to 2,260.

⇒ For a GP to deliver safe care they should have not more than 25 contacts per day. 'At Your Service', published by the Policy Exchange states that 28 patient contacts per day is safe.

⇒ There is a rising demand for health services due to an ageing population with increasingly complex healthcare needs. People are living longer and, as they age, their healthcare needs change. The number of people living with long-term conditions is increasing, with more individuals managing multiple conditions.

KLINIK

⇒ We are using clinical triage via the Klinik system to ensure that patients are assessed by our trained clinical triager.

⇒ Patients can access this online or by telephone if they do not have internet access.

⇒ The Klinik request goes straight to our clinical triager who works with the duty GP and patients are directed to the most appropriate person.

You can access our KLINIK form through our website: **www.portisaacpractice.co.uk** or scan the barcode below.

Scan the QR code to submit the online contact form!

How to scan a QR code
● Open the Camera app from your mobile device.
● Point the camera at the QR code. Tap the notification to open the link.

KLINIK ACCESS

NHS

Patient feedback on KLINIK:

Responses from feedback questionnaire on Klinik form

♦ 2290 patients – 26% of patient population, who used Klinik over 1 year (July 22-July 23).

♦ Good/Excellent = 75% (1717 patient) = 20% of patient population

♦ Poor/Bad = 25% (573) = 6.5% of patient population