

York Medical Practice Patient Group

Patient's Newsletter – No 12

November 2022

Enhanced Access Service Survey

**'Enhanced' meaning what services and local access patients wanted outside the normal GP hours within Richmond borough.*

A survey conducted recently, on behalf of the Richmond GP Alliance (RGPA), regarding the services that patients felt were important to them out of the normal GP hours. Patients taking part were identified from all the Richmond Practices at random. The RGPA run the service.

The responses have informed the shape of future enhanced access to primary care. The enhanced access service will be developed over the next six months, offering a range of appointments in the evening, and at weekends outside of normal practice core hours. This will include telephone appointments, face to face appointments and eventually consultations by e-mail. GPs will work with nurses and other clinical staff to deliver primary care services from three sites across the borough. These are to be based at Hampton Medical Centre, York Medical Practice at St Johns Health Centre in Twickenham and at Essex House in Barnes. Essex House is already up and running, with the other two sites being established this year. The RGPA on behalf of local GP practices will collect feedback from all who use the enhanced access service. A further in-depth survey, run in February 2023, will check if the service is indeed accessible and offering the range of services that meet the needs of local people in the borough.

A copy of the Survey results is available to all YMP patients on the website in the PPG section.

Your Practice Participation Group (PPG) needs you!

The Practice website describes the work that the Group does on your behalf. If you are interested in joining us please fill in your details on the webform and email it to the address given. One of us will contact you.

Alternatively, you can ask any member of staff for leaflet about the PPG. There is also a copy of the leaflet on the notice board by the front door of the building.

Primary Care Networks

To meet increasing needs, GP practices are working together with community, mental health, social care, pharmacy, hospital and voluntary services in their local areas in groups of Practices known as Primary Care Networks (PCNs). Clinicians describe this as a change from reactively providing appointments to proactively caring for the people and communities they serve.

This initiative was proposed a few years ago and has been introduced nationally for all GP practices throughout the country.

There are six PCNs in the Borough of Richmond upon Thames. York Medical Practice is part of the East Twickenham PCN and is linked with three other local Practices who are Cross Deep Surgery, Woodlawn Medical Centre and Crane Park Medical Centre.

All PCNs have a Clinical Director. Ours is Dr Sylwia Ferguson, based at the Cross Deep Surgery. Her responsibility is to co-ordinate our PCN, both for the Practice and Patients, working with member practices and the wider Primary Care Network to improve the quality and effectiveness of the network services.



ARRIVALS

▶ New GP Registrars:

Dr Tom Leaver

Dr Jessica Ignatius

▶ New Staff:

Dr Jordan Shoesmith now a permanent member of staff after completing his GP training at YMP

▶ Practice Manager:

Lauren Hoadley has returned after maternity leave

▶ New Nurse:

Amandeep Dahlee

DEPARTURES

▶ Dr Paul Chapman has completed his 'rotation time' with YMP

If you need help with **the cost of living** there is support and advice on www.richmond.gov.uk/cost-of-living-advice. If you do not have access to the internet the Library staff can help you access information on dealing with bills, grants and benefits, employment, food, family and childcare, housing and home improvements, health and care.

This Newsletter has been compiled and written by members of the Practice Patients' Participation Group