



**St Peter's Health Centre
PPG Meeting
31st October 2023**

'You said, we did (or are planning to)'

Question: *In July 2022 we wrote to all patients over 75 allocating a GP who would be responsible for care and support – what does this mean?*

Response: Under the GP contract, practices must show that all patients aged 75 and over have been assigned a named GP. The GP will also work with other relevant health and care professionals who are involved in your care to ensure that your care package meets your individual needs. This does not prevent you from seeing any GP in the practice as you currently do.

Question: *Patients who have long term conditions would like to be contacted with their blood results.*

Response: LTC results will always be discussed in part 2 appointment whether normal or not.

Question: *Patients voiced their frustration with receiving a message to book appointment following message received and then advised that no appointments are available. Issue regarding LTC appointments?*

Response: Text message changed to 'Our records show that you are due your annual long term condition review which will require a blood test. Please reply to this text with your available dates or call 01273 606006 and select Option 6. Someone will then contact you to book in. This may take a few weeks. Best wishes, SPHC' Please note if your blood results were significantly abnormal, you would be contacted before your review appointment.

Question: *TNBI (trans, non-binary and intersex and also neurodivergent). Will the new gender service provide appointments as well?*

Response: We have a new service that involves inviting people who identify as trans, non-binary or intersex (TNBI) for an annual holistic review. This includes physical, mental and sexual health. We will also talk about cancer and other screenings.

This has been started to help tackle health inequalities in the TNBI community and to try to break down barriers in accessing healthcare. Some may feel it is not necessary for them to have this review but for others it may be welcome.

We realise that using the term TNBI may not fit with how you identify, and we apologise if that is the case.

The appointment can be face-to-face, phone or video call. Face to face is ideal so that we can check your height, weight, blood pressure and pulse. However, if you would prefer you can check these things in reception in advance and then have a phone or video consultation. The appointments are 40 minutes long.

Question: *Why are patients being signposted to a community pharmacy?*

Response: Patients are often signposted to a pharmacy due to not needing a GP appointment to treat their ailment. This can also avoid a long wait to see the GP. Pharmacists are qualified healthcare professionals who can offer clinical advice and over-the-counter medicines for a range of minor illnesses. Other pharmacy services may include:

1. asthma inhaler use and advice.
2. chlamydia screening and treatment.
3. stop smoking service.
4. blood pressure, cholesterol and blood sugar testing.
5. emergency contraception.

Question: *How to order repeat prescriptions?*

Response: **There are a number of ways to order a repeat prescription:**

1. Online through either SystmOnline
2. On the NHS app or by logging into your NHS account at www.nhs.uk
3. By email sxicb-bh.stpetersprescriptions@nhs.net
4. Using your prescription counterfoil listing your regular medications to tick the items you need
5. In writing, stating name, date of birth and medications required
6. Speak to our pharmacy technician or your local pharmacy about moving your repeats onto 'repeat dispensing' <https://digital.nhs.uk/services/electronic-prescription-service/explaining-electronic-repeat-dispensing-to-patients> This allows a batch prescription to be sent to your local pharmacy reducing the number of requests you need to make

Question: *How do we communicate with patients with learning difficulties/difficulty reading and writing?*

Response: We are currently looking into creating videos on you tube that can also be uploaded to our practice website.

Thank you