

# PATIENT NEWS

*The newsletter of Western Road  
Patient Participation Group (PPG)  
November 2024*



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At the November meeting of the PPG an update on a number of issues was given.

## **Vaccinations**

The number of Autumn vaccinations given by the practice were; 1840 flu vaccines, 1590 COVID vaccines. In addition to the Flu and COVID vaccinations, this year patients aged 75-79 have been eligible for a vaccine against RSV. (Respiratory syncytial virus is highly infectious affecting the lungs and airways leading to a large number of hospitalisations among the elderly), 384 RSV vaccines had been given.

## **Frailty and Dementia**

Ese (Care-co-ordinator) has now reviewed 500 people who were marked by the computer system as possibly being frail, together with patients with dementia. This enabled there to be a longer consultation to ensure their holistic care is good (i.e. looking at social factors, carers, making referrals to other services etc).

## **Nurses**

Two new nurses, Nicola and Zara have started, with Maria and Laura giving their Practice based training.

## **accurx - Total triage system**

The PPG had asked the Practice to try and get some feedback regarding the use of the new Total Triage system when booking appointments. Limited feedback was obtained via an online survey. The responses were generally positive (53% totally satisfied) including those who relied on the Receptionist to complete the form on their behalf.

54% said easy to fill in

94% could give all the information they wanted

50% were contacted by reception with outcome

29% received outcome in 1 hour, 29% outcome in 1-2 hours.

Reception staff are happier feeling they are not making decisions beyond their ability, having a GP there to answer questions.

It was a big change for the GPs carrying out the triage. By sitting in reception they get to know the issues facing receptionists as well as working in a team. As an indication, Dr. Burke on one Monday completed 193 triages. Some phone pressure has been eased at busy times. Outcomes of triages: 48% Face to face, 19% phone, 33% advice, prescription or referral; 60% of appointments are on the day, 40% pre-booked. With the 33% being actually dealt with by the triaging GP this frees up appointment slots.

A number of tweaks are being looked at following feedback from patients and the practice team. A full assessment will be made on the first 6 months, with PPG members helping by carrying out a survey in the entrance lobby to enable those who are not able to complete the feedback form online.

It was felt that some of the issues are more to do with communications, e.g. why the system is closed down out of hours and at weekends.

## Women's Health



Mid and South Essex  
NHS Foundation Trust

### 1 Breast Screening Survey

*Breast cancer screening saves lives. In mid and south Essex, too many eligible women are missing their screenings. Have you been invited for breast screening? Whether you've attended or faced barriers, we would like to hear from you. Complete the quick, anonymous survey by 30 November 2024 and help improve the effectiveness of the service.*  
[click here to complete the survey.](#)

### 2 Women's Health and Wellbeing subscription topic

You may be interested in this from Mid & South NHS. *"stay informed and take control of your health by signing up to our Women's Health and Wellbeing subscription. Whether you're looking for advice on managing common health concerns, tips on self-care, or updates on women's health services in mid and south Essex, our regular emails provide expert insights tailored to you. From reproductive health to menopause, we'll keep you updated with the information that matters most."*

[Sign up today to start receiving helpful resources and guidance directly to your inbox\(External\)](#)

### 3 New locally enhanced service

For women who need coils fitted for reasons other than contraception. These will be fitted by Dr Russell at the Health Centre avoiding long waits for women to see gynae.

Unfortunately we don't have a pen-picture of one of the team in this issue but will look to rectify this next time!

**This will be our last Newsletter in 2024.**



**May we wish you Happy Christmas  
and a Healthy New Year**



Remember if you want to drop us a line use [western.roadsurgeryppg@nhs.net](mailto:western.roadsurgeryppg@nhs.net)