



Muxton Surgery Expansion: More Space, Better Care

After 8 months of building work and disruptions, the new extension at Muxton Surgery is now finished and open to patients.

The old waiting room and reception area have been converted into three new consulting rooms.

A large extension has been built at the side to connect the main building to the former garage. There is a new open, airy reception and waiting area, the former garage accommodating two additional consulting rooms, bringing the total to five.

GP practices have had to adjust to many changes over the last few years. The workload has increased significantly due to higher patient numbers and more complex medical problems. Several new estates have been built in the Newport and Muxton area, and many more are planned. The practice list size has increased by almost 600 to 15,543 patients over the last year alone.

Hospital waiting lists have exploded since the Covid pandemic, and many patients must wait for many months or even years to be seen by a consultant. These patients often have complex problems and would need specialist treatment or an operation to get better. As a result, GPs have to deal with more complex and demanding problems than ever before.

Five years ago, the NHS created Primary Care Networks, (PCNs) to support GPs with this ever-increasing workload. PCNs can employ additional workforce,

"The new extension provides five additional consulting rooms to accommodate growing patient numbers."



Main Entrance

such as physiotherapists, pharmacists, social prescribers and paramedics to support GPs. These clinicians are incredibly helpful. Most patients with musculoskeletal problems like knee pain or backache are assessed by an experienced physiotherapist, who can advise on treatments or refer for further investigations. The pharmacist runs the high blood pressure clinics and along with his pharmacy technicians monitors patient's medication and can advise if there are any problems. Patients who struggle with mental health problems can see a mental health practitioner whilst minor problems can be discussed with the social prescribers.

All this additional workforce needs a place to work from. The new extension was urgently needed to accommodate this workforce, and also

additional doctors who have been recruited to help with the increased patient numbers.

Since September 2023, Linden Hall Surgery has adapted a new system for patients to book appointments. Patients can send a short questionnaire via the website or the NHS app, describing the problem, how long they had it, what they expect and who they would like to see.

An experienced doctor reviews all the requests and either can reply with advice or allocate the request to the most suitable clinician. This system has proven to be very successful; patients welcome a quick response and to see an appropriate clinician for their problem like the physiotherapist if needed. The surgery has offered over 5000 more appointments in 2024 compared to the previous year.

Patients who are unable to use a computer or smartphone can still ring reception, and a receptionist will complete the form with them.

The new extension will help with current pressures but also help to be prepared for future challenges.



New Waiting Room



New Reception