

# THORNFIELD MEDICAL GROUP

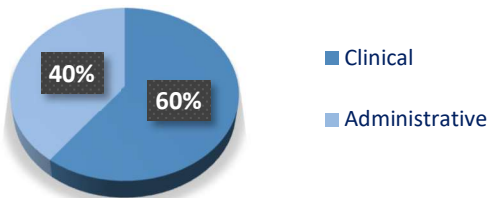
January – April 2025

NEWSLETTER



During the month of November 2024, we had a total of 5,133 SystemConnect requests from patients.

## SystemConnect Requests



60% were 'Clinical' requests and 40% were 'Administrative' requests.

Since introducing SystemConnect our incoming demand has increased, meaning that we are more accessible for patients, the below data demonstrates this.

In August 2024 we had a total of 4,219 requests submitted, and in November 2024 we had a total of 5,133.

Meaning the practice has had an additional 914 requests submitted meaning the demand for has increased by 17%.

Welcome to our latest newsletter, we will be sharing the latest updates here at the practice and some important information with you!

### Systemconnect

Systemconnect is the new way to contact us and access our services, it requires an online form to be completed.

The Care Navigators view the form and signpost patients to the most appropriate service for their care. This could be a Doctor, Advanced Clinical Practitioner, Pharmacist, Pharmacy, Nurse, Walk in Centre, or A&E.

We still have the phone line available for those who are unable to access the internet, and we are providing one to one training with patients who will need extra help or support using the online form.

The form can be accessed via our website [www.thornfieldmedicalgroup.org.uk](http://www.thornfieldmedicalgroup.org.uk) or by scanning one of the QR codes found at reception, back of this leaflet or we can send you the link via text.

\*\*We have recently published a FAQ guide which can be found in reception or online. The guide can be picked up and taken home to keep, and the information is also available on our Facebook page and website. \*\*

If you need further help, please ask to speak to a member of the IT Team.

## SystemConnect FAQ

Following the introduction of SystemConnect in July 2024, we asked for feedback from our patients.

We have made some changes and have responded to the feedback. We have created a frequently asked questions prompts as shown below.

### **1. Do I need any log in details?**

No, there are 2 blue buttons on the page which allows you to log in using your SystemOnline or the NHS App. This is not necessary, and we would advise patients to ignore them. Scroll past these buttons to access the form.

### **2. When can I submit a form?**

Between 7.45am and 17:45pm Monday to Friday for medical and medication queries/requests. Outside of these times, if you don't think your problem can wait until the practice reopens you should contact 111, visit a Walk in Centre and A&E or 999 in an emergency.

You can submit a form for administrative queries like letters and fitnotes at any time.

### **3. How do I request a repeat prescription?**

You can continue to do this via the usual methods – by handing in a paper request into reception or by requesting your medication via the NHS App or SystemOnline. These services allow you to see your medication list and request your repeat medications. We would recommend this way as it is easier and safer than typing out the medication that you wish to order.

You can use the medication option to request on SystemConnect, but you will need to know the names of your medication.

### **4. How long will it take to hear back after I submit a request?**

Our Care Navigators will action all medical queries throughout the day, and you should get a response within 2 hours.

We aim to respond or action every request by the end of the same working day however, if it is particularly busy routine requests like fit notes, results or letters can take up to 2 working days for a response.

Our SPLW team consists of Karen, Michelle, and Julia.

## New staff at Thornfield Medical Group

Gemma - Care Navigator

I started working at Thornfield in November, and I am currently in training to be a Care Navigator.

I will be learning to navigate patients to the correct service whilst supporting the clinical staff with administrative tasks.



## Upcoming Practice Closures

**Thursday 27<sup>th</sup> March 2025 from 13:00pm**

The new dates have not been published; we will update our website once we have been informed of the new dates.

If you need assistance during this time please visit a Walk in Centre, call 111 or in an emergency dial 999.

## Social Prescribing Link Workers – SPLW Team

SPLWs connect people to community-based support, including activities and services that meet practical, social, and emotional needs that affect their health and wellbeing. This includes connecting people to statutory services for example housing, financial and welfare advice.

Some things the SPLWs can help with:

- Housing
- Benefits
- Financial problems
- Letters
- Power of attorney
- Getting food parcels/food vouchers/clothing/appliances/utilities/toiletries
- Homelessness
- Bereavement/mental health/loneliness
- Support with appointments
- Addiction support



If they can't help you directly, they will try their very best to find someone or something that can!

Speak to a Care Navigator or one of the Clinicians if you feel as though you could use their help.

## Cervical Screening

Nearly 1 in 3 women do not attend their cervical screening test (smear).

We know everybody's experiences and worries are different but, we are here to support you as much as we can!

If you feel as though you need extra time to ask questions or are feeling nervous, please let us know upon booking and we will accommodate a longer appointment.

The practice runs a monthly raffle for those who have attended for their smear, and at the end of each month we will select a winner at random.

Some prizes have included:



### Baby Immunisation Clinic Changes

From January 2025 the Baby Clinic will now take place at the Molineux Street Surgery every Tuesday and fortnightly on a Wednesday afternoon. 

Vaccines are the most effective way to prevent infectious diseases. They work by training your immune system to develop antibodies that protect you from disease.

All vaccines are extensively researched and tested before they are approved for use. Their effectiveness and side effects are regularly monitored whilst existing vaccines are amended or improved to combat new or dominant strains of disease.

**Every year, more than 3 million lives are saved by vaccinations!** 

Despite this, misinformation anti-vaccine stories often circulate online, primarily through social media. These stories are often without any scientific backing.

**Avoiding or delaying vaccines is detrimental to your health, especially in childhood. The World Health Organisation lists vaccine hesitancy as one of the biggest threats to world health.**

The NHS routine immunisation programme can change as new vaccines are brought in or eligibility changes. The current immunisation schedule as of 1<sup>st</sup> September 2024 can be found on the below website:

<https://www.gov.uk/government/publications/the-complete-routine-immunisation-schedule>



Flu is on the rise and hospitals are inundated with flu cases, 70% more than last year. We strongly advise you to get your FREE flu vaccine as soon as possible. We want you to be safe and protect both yourself and your family.

If you're eligible the NHS would have contacted you, to get an appointment please contact the surgery or pop in to get your flu jab now.

The flu vaccine aims to protect you against the most common types of flu viruses.

There's still a chance you might get flu after getting vaccinated, but its likely to be milder and not last as long.

Protection from the flu vaccine goes down with time and the types of flu virus the vaccine protects against are updated each year. This is why it's important to get the flu vaccine every year.



### Local Help

Our local area has a lot to offer if you are struggling.

You can visit the below link [www.feedingfamilies.org.uk/get-help/](http://www.feedingfamilies.org.uk/get-help/) which has some useful links to help navigate you to the correct help in your area. If not, ask to speak to one of our Social Prescribers!

Some local help:

- CAP Debt Counselling, call 0800 328 0006 to arrange an appointment.
- Search Trussell Trust to find local food banks.
- Peoples Kitchen can provide a free hot meal daily.
- Vinnies Kitchen, Byker Bridge, you can get 10 items for £5.00.
- Newcastle Pop Up Pantry – google to find local pop-up areas and dates.
- Food Cycle:

Every Thursday 7pm at St Silas' Church, Clifford Street, Byker, NE6 1DR.

Every Wednesday 12:30pm at Monkchester Community Centre, Monkchester Road, Walker, NE6 2LJ





## Friends and Family Test

We value your feedback on our services. The Friends and Family Test (FFT) is an important tool that allows the opportunity for feedback on your experience with Thornfield Medical Group.

Listening to your views helps identify what is working well, what can be improved on and how.

We publish the data monthly on the practice website.

To submit feedback please scan this QR code!



Scan the QR code to complete an online request form.



This can be used for both clinical and administrative requests including home visits, fit notes, letters, and medication.

If you're unable to use online, please let us know and we will look to see how we can help you.

You can also order your medication by using the NHS app or by handing in a paper request into reception.



\*Please note all medication requests take 2 working days to be processed and sent to your nominated pharmacy.



### Download the NHS Healthier Together app



## Healthier Together Programme

The Healthier Together website and app is a great place to find accurate and trusted health advice in the Northeast. All the information has been checked by clinicians to ensure the advice offered is to the highest standards.

You can find advice relating to poorly babies, children, carers, young people and expecting mothers.

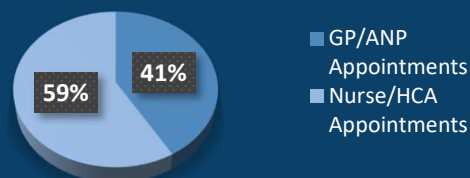
It can advise on a range of common conditions and what the best course of action should be like visiting A&E, GP, Walk in Centre, or Pharmacy by using a walk-through symptom checker.

Visit <https://www.nenc-healthiertogether.nhs.uk/> or scan the QR code on the back of this newsletter to download the app!



During the month of November 2024 382 patients did not attend their Clinical appointments

### Did Not Attend Appointments



41% of missed appointments were with a Doctor or Advanced Nurse Practitioner.

59% of missed appointments were with a Nurse or Health Care Assistant.

In total this equates to 96 hours of Clinical time wasted through patient not cancelling their appointments.

If you cannot make your appointment, please let us know so we can give it to someone else.

To cancel you can press option 1 on our phone line, reply to your reminder SMS message or cancel via the NHS app.

