

# Biggar Medical Practice Patient Group Newsletter

Number 2

Winter 2023

## Dates for your diary

Tuesdays & Fridays	Wound Clinic
December 5th	Staff Training 1-4
December 25th	Closed
December 26th	Closed
January 1st	Closed
January 2nd	Closed
January 3rd & 4th	Busiest days of the year expected
Weekends in December	Closed as normal
Wound Clinic opening hours	9am to 6pm

On the morning of 3<sup>rd</sup> Jan 2023 the practice received 5800 calls

## Thank you

We do hope you find this newsletter of interest and that you are reassured that we are thinking about the patient's perspective in the work we are undertaking through the Patient Group.

Thank you for taking the trouble to read our newsletter.

Members of the Biggar Medical Practice Patient Group.

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**Health Fair**

## Welcome to the winter issue of our Patient Group Newsletter

We are the patient representative group of the Biggar Medical Practice.

We exist first and foremost to serve the interests of all patients registered with our local practice.

Our aim is to work with the practice and all the local Health and Social Care professionals, primarily to represent the 'Patient's perspective'.

We have excellent local services but it is important to ensure our voices are heard in a constructive way so we can help in thinking about how those services may be made even better.

As patients of the practice and local people we can offer ideas and suggestions of how we would like to see services develop to meet local need.

### Who is on the Patient Group?

We are formally constituted and have a cross section of ages and gender, we work closely with David the Business Manager of the practice in putting together an agenda of the things we want to discuss. Details of members of the group are available on the practice website or from the practice.

### Seeking New Members.

We are keen to hear of other patients from a wide range of ages and backgrounds, who would be interested in contributing to the Group. If you feel you may be able to contribute or you have ideas of how services might be improved then please contact David McMunn in the practice or email: [David.McMunn@lanarkshire.scot.nhs.uk](mailto:David.McMunn@lanarkshire.scot.nhs.uk)

# Patient Group updates

## Patient Group Meetings

These are now held quarterly, and the minutes are available of the practice website. The next meeting will be in January 2024.

## Minor injuries unit. (Update)

The Minor injuries unit at the Kello hospital was suspended during Covid. It is still the intention of NHS Lanarkshire to reinstate this service, although dates have yet to be confirmed. The group have been advised that unfortunately there remains no immediate plans to reinstate this service but the response did advise of alternatives, namely...

Lanark Treatment room where appointments are available Monday to Friday by calling 01555667150

Wound clinic at Biggar Medical Practice out-building. This operates in Tuesday and Friday from 9am to 6pm.

The group will be liaising with David at the practice to keep this on the agenda, and provide an update as soon as any developments occur.

## Patient Group New Members

The patient Group are delighted to welcome our new members...

Hazel Aitken, Linda Kerr, Lorraine Murray and Naomi Rooney.

## Breast Screening Mobile Unit. (Update)

Following on from a public consultation at the end of last year, the patient group were delighted to see the Breast Screening mobile clinic back in Biggar.

The Patient Group would like to thank all those involved in supporting the return of the mobile unit back to Biggar. In collaboration with the practice feedback has been collated for review ready for the next time the service returns to the town.

## Health Fair Update

Health Fair Saturday 26th August 2023 - 99 people attended the event and feedback from all the stall holders was positive stating they would come again. 75% of patients who attended felt it was beneficial and as such the practice committed to holding something similar in Summer 2024

## Feedback

We welcome any feedback. If you would like to raise an issue that we may be able to assist with then please contact David McMunn at the practice or email:

[bmp@lanarkshire.scot.nhs.uk](mailto:bmp@lanarkshire.scot.nhs.uk)

# Practice News and Information

## Appointment System

The practice now has 8047 patients, with registrations continuing to increase daily. Consequently additional clinical and administrative resource has been put into place and whilst June and July were particularly challenging, with on the day appointment access at 74%, during late August through to November this has risen to 92%.

The practice acknowledges the frustration with waiting times on our phones as well as signal reliability. Currently this is caused by the volume of re-dials to get into the queue for an appointment between 8am and 8:30am. To reduce the time patients have to spend re-dialling, the practice has extended the phone queue length to 25. Early results have been encouraging in terms of call wait times, and system reliability. This will be monitored throughout December.

If patients wish to call about anything else other than making a same day appointment with a GP or Advanced Nurse Practitioner (ANP) it is best to call after 9am if patients are able to do so, as this will reduce call wait time. Average wait times after 9am are 2.mins and 30 secs.

## Have you visited our practice website yet?

It provides information on the practice and the services we provide and is being updated throughout the year when lots of health advice and useful information will be added.

[bmp@lanarkshire.scot.nhs.uk](mailto:bmp@lanarkshire.scot.nhs.uk)

## Hospital at home

Hospital at Home service commenced at the end of August for NHS Lanarkshire residents. The service provides a level of acute care by multi-disciplinary health professionals in a patient's own home equivalent to that provided within a hospital.

The service is available to all care home residents and patients over 65, excluding those suffering from suspected fractures, cardiac episodes, stroke, or surgical abdominal issues.

Referral is required for this service.

## Occupational Therapy

The practice now has Primary Care Occupational Therapists based there on a Monday. Their role is to help patients who are struggling to manage everyday activities in the home, at work, or in the community. It is available to all registered patients who are over 16 and appointment forms are available at the practice. Alternatively patients can call 01698755175.

### Contact the practice

Appointments	01899 220383
Repeat Prescriptions	Website
Acute prescriptions	01899 220383
Fit Notes	Website
Blood Tests	01899 220383
Wounds	01555 667150
NHS24	111

[bmp@lanarkshire.scot.nhs.uk](mailto:bmp@lanarkshire.scot.nhs.uk)

### BT wi-fi

The waiting room now has BT wi-fi hotspot coverage



## Did you know?

The practice schedules on average 130 GP/ANP appointments per day and issues over 600 prescriptions per week.