

NORTH BEVERLEY MEDICAL CENTRE

Practice Newsletter Summer 2024

This quarterly publication is designed with you in mind, aiming to keep you informed, engaged, and empowered on your health journey. Our commitment is to provide you with the best possible care and support. This newsletter is just one of the ways we hope to connect with you and provide valuable information that can enhance your health and well-being.

Change over to system one

We have now completed the transition to a new clinical system. System One has many benefits to the patient journey; here are some key benefits of using System One:

Enhanced Patient Care

Streamlined Record Keeping: Centralised electronic health records (EHR) ensure that patient information is accurate, up-to-date, and easily accessible.

Improved Communication: Facilitates seamless communication between healthcare providers, ensuring coordinated and efficient patient care.

Robust Security Measures: Protects patient data with advanced security protocols and ensures compliance with industry regulations.

Patient Portal: Offers patients access to their health records, appointment scheduling, and direct communication with their healthcare providers, fostering greater engagement and self-management.

Educational Resources: Provides patients with access to educational materials and health resources tailored to their specific needs.

During July there may be a slight delay in patient requests and administrative tasks, please bear with us during this time, the staff are doing their best.

The changeover will not affect your care and you should not have to do anything.

The online access via our website will not be operable going forward. If you require access to your records / prescription ordering etc you will need to download and use the NHS App.

Choose Well



Sometimes, you may be unsure what to do when you're experiencing a medical concern.

Depending on your symptoms, your GP Practice may not be the most appropriate form of care that you need.

The Choose Well campaign is designed to help NHS patients understand the options available to them, and equip them with the information to choose the right help, at the right time.

Learn more about Choose Well in the East Riding, here:

<https://www.eastridingofyorkshireccg.nhs.uk/choose-well/>

Be kind

At our Practice, we operate a Zero Tolerance Policy for harassment and abuse towards our staff.

We understand that some of you may feel that we are not working in the ways that you are used to, or would prefer, however, we are working in line with national guidance and our team are working exceptionally hard to deliver high standards of care to all our patients.

We would greatly appreciate if everyone could be mindful of this and treat our staff with kindness when working with us.

Patients who ignore this policy will be told about what constitutes unacceptable behaviour/language and if appropriate whether further steps are needed to ensure that our staff feel safe at work



CARE NAVIGATION

You may have noticed that we now ask for a brief outline of your problem when you call to make an appointment at the practice. This is because we have developed a new role in the practice – called a care navigator – to help you to see the right health professional first time. We have trained a number of staff to take on this new role. Our care navigators will work with you to fully understand what your needs are and ensure that we help you with your problem efficiently and conveniently. Their goal is to ensure that you get the right care at the right time in the right place with the right outcome.

Through specialist training, our team can now offer more choice on who to see in the practice and help you get to the right health professional fast. Our care navigators never offer clinical advice or triage; this is about offering you the choice to see other more appropriate health professionals, often quicker and without the need to see the GP each time.

For example, we often get calls that can be dealt with by an optician, the pharmacist, or the nurse, that you may not be aware of if you haven't visited the practice in a while.

By working this way, it helps us to free up time for GPs to care for our patients with complex or serious health conditions and it means that you will find it easier to get a GP appointment when you need one. More importantly though, it means you are seen by the most appropriate health professional that is best placed to deal with your problem each time you visit us. The choice is up to you.