



IWMP News - Autumn 2023

Latest News and Q&A

The IWMP News will be published twice a year and is intended to give patients a brief summary of changes within the practice that affect them, and also to answer commonly heard questions.

Sharing your data with NHS Digital

All GP Practices in England are legally required to share anonymised patient data with NHS Digital for research purposes under the Health and Social Care Act 2012 (2012 Act). For further details please see 'Latest News' on the IWMP website.

Viewing your own medical records

Changes to the 2023/24 GP contract have now been passed so that new health information will be available to patients (unless they have individually decided to opt-out or any exceptions apply) by 31st October 2023. Patients after this date will be able to view their own health record information through the NHS App and other online services. Please note that it will only be possible to view records including letters, test results and appointment notes created from 1st November 2023 onwards.

Repeat Prescriptions

Repeat prescriptions can be ordered online, and this is the most efficient and easiest way for both patients and the practice. Please allow 4 working days for your request to be processed. For more information, please see 'Medication and Prescriptions' on the IWMP website.

Questions and Answers

How many people work for IWMP and how many patients do you look after?

The practice currently serves 5400 patients and has:

- General Practitioners – 2 full time and 3 part time
- Junior Doctors – 3 full time
- Nurses – 2 part time
- Healthcare Assistant - 1 part time
- Reception and Admin – 7 (full time equivalent)
- Practice Manager – 1 full time
- Reception Manager – 1 full time

Is the practice busier now than it was before COVID? - and if so, why?

Yes - we gained 1000 more patients, and there has also been a sharp increase in appointments relating to mental health issues - especially amongst young adults.



What is Patches?

Patches is an online consultation service that allows you to access GP services online quickly and easily. All you have to do is answer a few simple questions and Patches will get you the help you need quickly. Please visit the practice website (iwmp.co.uk) and click on the banner to take advantage of this service.

How many face-to-face, and telephone and home appointments are made each day and which do patients and doctors prefer?

Face-to-face & telephone - this changes from day to day depending on the number of clinicians we have in but in total an average of 72 face to face, 12 PATCHS (online consultation) and 24 telephone appointments. Home visits - this is demand driven but can be between 1 and 8 per day. In addition to this we have Practice Nurse, Healthcare Assistant, Pharmacist, Physio and Mental Health Coach appointments.

In general, both patients and clinical staff prefer face-to-face appointments but may not always be necessary. Telephone appointments suit those patients that are not able to attend in person due to their working commitments and/or physical difficulties.

What is the average waiting time to obtain a face-to-face appointment?

Urgent appointments are often same day or within 24-48 hours, decided by a clinician. Routine appointments, the same week. A specific GP of your choice, 3 weeks.

What can I do if I need help now?

Pharmacists are highly trained medical professionals with a very broad knowledge, and many have private consultation rooms. Consider asking your pharmacist for help. The Government push to encourage patients to use Pharmacists more - especially for common conditions such as UTI. They can also provide prescriptions for established conditions.

Use pharmacists for:

aches & pains, sore throat, coughs, colds, flu, earache, cystitis, skin rashes, teething, red eye

If you want to buy over the counter medicine, the pharmacist can help you choose, however antibiotics are not available over the counter.

Why did I have to queue for so long for my COVID booster jab at the last clinic?

Most practices do not offer a COVID vaccination service, but IWMP has chosen to do so as a service to local patients. After the last walk-in clinic with long waiting times, the practice has now introduced a direct booking system for both flu and COVID vaccinations. Eligible patients will receive a text with a link which will allow them to book an appointment at a time and date of their choice. However, can we please ask that patients do not turn up early for their appointment as it creates long queues.

Patients can also book their own COVID booster at several NHS sites and also community centres etc. There is a single national database on which your vaccinations are recorded and so this data will automatically be added to your medical records regardless of where you are given the vaccine.

Any queries?

If you have a general query like those above, please let us know by dropping a note at Reception and we will try to include it in our next IWMP News if space allows. Questions relating to specific cases should be taken up with your GP.