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## Join our Patient Participation Group!

We are looking for patients who are interested in working together to make positive changes for the practice and its patients. Our patient participation group provides patients with the opportunity to express their views and be actively involved in deciding how the health services they use should develop.

There are still some vacancies in our current group, we especially need young people, workers, retirees, people with long term conditions and people from non-British ethnic groups. If this is you, please get in touch now! You can apply via our website, email us at [barbourne.healthcentre@nhs.net](mailto:barbourne.healthcentre@nhs.net) or collect a form from the reception desk.

## Who We Are

At Barbourne Health Centre we have a varied multi-disciplinary clinical team who all work together to aim to give you the right care, at the right time, from the right person. You may hear some clinicians being called PA's and ACP's and wonder what these job roles are, below is an overview of the clinical job roles we have at Barbourne Health Centre.

**GP (General Practitioner)** - Doctors can treat all common medical conditions and will refer to specialists.

**PA (Physician Associate)** - Physicians Associates support doctors in the diagnosis and management of patients, they work alongside the Duty Doctor. Physicians associates work in both general practice and hospital environments. They are highly skilled at diagnosing conditions and can perform physical examinations if needed. They can also arrange tests and analyse results, explaining everything in detail before arranging follow up appointments and treatments.

**ACP (Advanced Clinical Practitioner)** - Advanced Clinical Practitioners assess, diagnose, plan, implement and evaluate treatment/interventions and care for patients presenting with an undifferentiated diagnosis.

**Practice Nurses** - Assess, screen, treat and educate patients and help doctors to give medical care. This includes, but is not limited to, vaccinating, assisting with dressing sores, taking blood, completing patient-specific reviews, and completing patient observations.

**Practice Pharmacists** - Pharmacists make a difference to the lives of their patients through expert knowledge of medicines and health.



## Join your Patient Participation Group

PPGs represent patients and provide feedback on GP practices, helping to drive change



## Our Friends and Family Survey Results



92% positive feedback from patients in both July and August.

### Comments:

- Quick appointment, no wait and very supportive staff

- Appointment was on time and the Nurse very friendly and helpful.

- Caring physicians associate who was great with my child

- Got an appointment quickly and doctor was friendly and helpful.

- Good efficient service.

- Pleased with how you can see everything on the app regarding test results etc.

- Younger staff employed for reception sound enthusiastic when dealing with enquiries. And say please and thank you.

## Appointments at other Worcester Practices

All 10 Worcester practices are working together as the Worcester Primary Care Network, to get patients seen quicker by opening clinics to patients from other practices.

Our patients may be offered an appointment at another practice in Worcester quicker than they would here. These appointments include: blood tests, dressings, smears and many more.

Patients can decline being seen at another practice and wait for an appointment with their own practice.

## Receptionists are not 'nosey'

The reception staff are members of the practice team and it has been agreed they should ask patients "why they need to be seen". Reception staff are trained to ask certain questions in order to signpost patients to the most appropriate service, to ensure they receive:

- The most appropriate medical care
- From the most appropriate health professional
- At the most appropriate time.

Receptionists are asked to collect brief information from patients:

- To help doctors prioritise home visits and phone calls.
- To ensure that all patients receive the appropriate level of care.
- To direct patients to see the nurse or other health professional rather than a doctor where appropriate.

Reception staff, like all members of the team, are bound by confidentiality rules. Any information given by you is treated strictly confidentially. However if you feel an issue is very private and do not wish to say what this is, then this will be respected.

## Check out our new website!

Sophie our Patient Services Manager has put a lot of hard work in to our new website, working alongside our media team from the Primary Care Network to make it a better patient experience and more user friendly! When you have chance take a look for yourself:

<https://barbournehealthcentre.co.uk/>



## Improvements we have made following feedback

Your feedback is important to us and following feedback received over July and August, we have turned on the facility to cancel an appointment via our phone system, without having to wait in the queue. Option 1 on the phone system is now available to cancel appointments you have booked with us in the surgery.

We have also listened to patients who say they cannot pre-book appointments in advance with clinicians, by changing our appointment system to ensure there is more capacity for future review appointments.

Next Edition of Newsletter will be our Winter Edition 2023

