

Future of Healthcare Events in Rushcliffe

“You Said, We Did”

Patients want better information relating to Health Care Professionals working in General Practice

Additional Healthcare Professional Roles

With the introduction of Primary Care Networks (PCNs), General Practice now consists of a wide range of Health Care Professionals working together. A short video which shows the care and support these roles offer can be viewed here:
<https://youtu.be/CbepzndwM5E>

Where and how can patients access information on services?

Communication and patient Information

A PCN website is under development and will be launched in the New Year. The website will be the ‘go to’ site for information on health promotion and prevention, service interventions, self care, signposting, etc. as well as links to key partners within the PCN.

It’s hard to get through to my Practice and access appointments.

Accessing appointments

Meeting the needs of patients is our priority. If you have an urgent medical need, contact your practice at 8am or 2pm Monday to Friday and every effort will be made to offer you a same day appointment. You can book routine appointments online (including via the NHS App). Weekend and evening appointments are also available at designated practices, which can be booked via your practice.

Digital solutions and digitally excluded

Digital Solutions/Support

Support is available to show you how you can use on line apps which can help you manage your health. PPGs support dissemination of health messages within their communities and health information is also available in the Rushcliffe Borough Council Annual Reports (Rushcliffe Reports) and weekly newsletters.
<https://bit.ly/RushcliffeSignUp>

Key Highlights for South Nottinghamshire Practices from the Patient Survey (July 2022)

- Experience of making an Appointment – rated 63% (National Average 56%)
- How helpful do you find the receptionists at your GP Practice? – rated 87% (National Average 82%)
- How confident were you in the healthcare professional you saw or spoke to at your last appointment (% good) was 93%
- Overall experience of GP Practice was 79% (National Average 72%)