

Welcome

We realise that we haven't published a newsletter for a while so this is the first one of what we hope will be a more regular frequency!

To find out how you want us to communicate with you, we're doing a piece of work with HALE (who is Hale? See page 2 to find out more about HALE and their work). So, until we have some final ideas we thought we would reach out and bring you up to date on a few things.

Demand for Appointments

Hopefully, we are coming out of the winter pressures with all its bugs and infections, but demand for GP appointments are still really high. Across Bradford and Craven GP in December 2022 we provided 375,081 appointments, compared to 363,939 in December 2021 - that's an increase of 11,142 appointments or 3.1%.*

We're proud to say that 63% of all our appointments are face to face. However, we still use a combination of face to face, telephone, and video appointments, e-consultations, and home visits to provide the best package of care we can, to accommodate our growing population. We are also very proud that Affinity Care Primary Care Network (our collection of GP practices) offer more same day appointments than any other Primary Care Networks in Bradford.

Due to this increased demand for appointments our Care Navigators (see the next page for more about this role) ask all our patients some questions to see where best to direct them, as not every patient needs to speak with a GP.

Please check out the ***It's a GP Practice Thing*** campaign to find out more about our colleagues working in Primary Care <https://bit.ly/affinitygppractice>

(* data from Bradford District & Craven Health and Care Partnership.)

Enhanced Access Appointments

Last year we asked our patients about whether you wanted us to extend our access. The overwhelming response was yes! As a result, we are now also open at various sites 6:30pm to 8pm every week night, and 9am-1pm at Shipley Medical Centre every Saturday.

These appointments include cervical screening, immunisations, blood tests, medication reviews, health checks and appointments with a GP or Advanced Nurse Practitioner. We've had a great response from our patients, especially those who work during the week. If you struggle to get time off during the week and feel you would benefit from one of these appointments you can speak with one of our care navigators when requesting an appointment.

Patient Council – A Voice for Patients

"Hi, my name is Joyce and I not only chair Affinity Care's Patient Council (PC) but I am currently getting all of our Patient Participation Groups (PPGs) back up and running again following the Covid pandemic.

"It's been a long hard struggle, but the light is definitely at the end of the tunnel now. The PC is currently made up of a representative from each PPG, in particular, the Chairman of the group, a clinician, a representative from HALE who are social prescribers, a Project Manager and the Chief Operating Officer. The PC was formed quite a few years ago now so that Affinity Care and the PPGs could work together for the benefit of all the registered patients.

"Being the Chairman of the PC brings its own responsibilities as I organise the meetings and agendas, liaise with all members of the PC and ensure that the patient voice is heard.

Should you be interested in joining your PPG, then please go on the website and select Patients >> Joining the PPG and complete the form - your details will be passed on to me. (you can also leave your details at reception)

<https://affinitycare.nhs.uk/patients/ppg/>

"Recently, all of Affinity Care's practices were inspected by the Care Quality Commission (CQC) and whilst most of the practices had good reports, a couple had 'requires improvement' in 2 areas, but the other areas were all reported as good. Not good you may say, but only good can come out of this. I am confident that Affinity Care will put right the wrongs in those areas and will continue to give good patient care to all 60,000 registered patients."

It's International Women's Day so book your cervical screening and stay fabulous



On Wednesday 8th March we celebrate International Women's Day. In order to stay amazing and healthy please book your cervical screening if you are due it. Cervical screening is a free health test that helps prevent cervical cancer. It checks for a virus called high-risk human papillomavirus (HPV) and, if you have HPV, cervical cell changes (abnormal cells). People aged 25 to 49 receive invitations every 3 years. People aged 50 to 64 receive invitations every 5 years. If you are a trans man with a cervix you will not automatically be invited so please ask us for an appointment if you have either just turned 25 and never had a screening, or if it has been too long since your last screening. If you have any abnormal bleeding, after sex, between your periods, or after the menopause, please book an appointment with a GP. It is likely that is nothing to worry about but sometimes it can be a concern, so we do need to check you out.

Please ring 01274 424001 to book your cervical screening

For more information about cervical screening please visit <https://bit.ly/affinityjostrust>

Focus On a Primary Care Role – Care Navigator

“Hi, I’m Beth and I’m a Care Navigator. I work in reception, and I answer telephone calls and speak to people who come in asking for an appointment. My role is to listen to your concerns and problems, to signpost you to the right support, at the right time, to help manage a wide range of needs.

“Care navigators work across all the sites and are generally the first person you will speak to when you contact the practice. Whilst I am speaking with a patient I will give suggestions to you to where I think you might get the best help. This may be a website,

such as the NHS website, the Community Pharmacist, a Practice Nurse or Health Care Assistant, there is also the Community Psychological Therapy Service, our Mental Health Crisis Service, Social Services or our Social Prescribing Service to name a few!

“If it is appropriate for you to speak with a GP or similar clinician, I can then book you an appropriate appointment. On an average day I may have 70-100 patient contacts, including prescription and sick note requests. It’s a really busy and intensive job but I love being able to help the patients get the right help.

Who are HALE and what is Social Prescribing?



Thursday 9th March is the fourth Social Prescribing Day. We employ HALE to be our social prescribing partner for our patients. A social prescriber gives time to people to understand what matters to them, whether this is financial help, low level mental health support, help to remain independent, help with lifestyle or social isolation. They can recommend services and local groups that may help and develop a personalized plan for each person they help. They can support all our patients, but especially our patients with learning disabilities, dementia or mental health problems.

If you feel you would like to talk with one of our social prescribers please contact your practice via telephone or e-consultation and we can make a referral for you. If you would like to find out more about all the great work HALE does, please visit <https://haleproject.org.uk/>

Where to stay up to date

If you want to keep up to date with our news please follow us on Facebook or Twitter [@AffinityCarePCN](https://www.facebook.com/AffinityCarePCN) or visit our website at <https://affinitycare.nhs.uk>