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FRIENDS AND FAMILIES OF BEWICKE MEDICAL CENTRE

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Dear Friends and Families of Bewicke Medical Centre, we would very much like your thoughts and suggestions on how we can share the improvement made in the practice, such as our telephone system. How can our practice help/encourage continuity we would like your feedback.

Continuity of Care-

What is Continuity of Care and its importance?

It is when the patient sees the same GP (or members of a clinical team) repeatedly over time. Good quality care improves health outcomes and continuity of care is a crucial part of quality of care. General Practice is uniquely placed to provide continuity of care. Many of our GP's work part time at Bewicke Medical Centre so how can the practice guide and support patients towards the need for continuity of care.

Patients may ask "Why does Continuity of Care Matter?"

- Patients don't need to repeat their story.
- Patients are more satisfied and more likely to have a good relationship with their GP.
- Patients are less likely to go to A&E or be admitted to hospital.
- Patients are more likely to follow advice and take positive steps to look after their health.
- Patients are more likely to receive good quality of care.
- Evidence shows consultations are more efficient, safer and more satisfying for patient and clinician.

Is Continuity of Care Suitable for Everyone?

Not every health issue needs to be seen by the same doctor—especially urgent problems. But if you see your usual GP about half the time, and you know which GP oversees your care, it helps both you and the doctor. It leads to better care and better health outcomes over time.

How do we as a practice overcome barriers.?

BARRIER	RESPONSE
What if it's a GP you don't want to see	Patients can choose the GP they wish to see, providing the GP has capacity. As a practice you can change the field that holds Usual GP name to reflect this
More important to patients with a story	Everyone has a story, continuity of care is building up a picture of the patient and establishing trust with your GP
It's possible to have a relationship with more than one person	Yes it is, many practices share the care of their patients with colleagues either in Buddying to cover leave or Micro-teams when other professionals are involved.
Sometimes convenience more important than a relationship	Yes, if the condition is acute patients may need to see a GP sooner than they can see the GP they have continuity with, good informational continuity is important to support this.
Why does seeing the same GP lead to better informed decisions?	Continuity of care enables a GP to be responsible for a patient, rather than a patient circling around several GPs dealing with what is presented rather than the whole story.
What if the GP works part time and appointments get booked quickly	Each GP has a percentage of patients allocated to them based on the hour they work. Therefore patients may have to wait longer to get an appointment to discuss their on-going health concerns. If its an emergency the patient may have to see another GP available.

Consideration of a frailty service led by Wallsend Primary Care Network- Your Views Matter.

Wallsend Primary Care Network are considering introducing a service to better support patients living with frailty, and we want to make sure it meets our patients needs

We'd love to hear from you:

- What kind of support would help you most?
- Would you prefer home visits, phone calls, or clinic appointments?
- Is there anything that would make the service easier or more comfortable for you?

Your feedback will help shape a service that works *for you*.

Please let us know your thoughts by clicking on the link and completing our short questionnaire.

<https://forms.office.com/Pages/ResponsePage.aspx?id=sITDN7CF9Ueylge0jXdO45tTiYECIBNHtJENbJZIF6FUOFhVMIBZTEFJSTUwUVQ3OUsxMTIQSEhKMC4u>

