

NEWSLETTER

Winter 2023

CARITAS
GROUP PRACTICE



Inspected and rated

Good



It's official!, we are 'GOOD'. After a CQC inspection this Summer, we have been rated good across the board.

This has been the culmination of three years of hard work by the new team at Caritas and our patient participation group. We would like to thank all those involved in helping us achieve this milestone and we hope to continue getting even better in the coming years. Wishing everyone a joyous festive season and a prosperous, Happy New Year.

Imran Khan & Sohail Ahmed | Partners, Caritas Group Practice



YOUR FEEDBACK MATTERS

Your experience matters...at Caritas we work hard to make sure we listen, hear and respond to your concerns at all times.

If you feel you have not received the care you expect please do not suffer in silence, follow the simple steps below and get your voice heard so we can make positive changes to the Practice:

1. Ask the full name of the staff member you have spoken to and make a note of the date and time you called.
2. Email us on: info@caritas.net or write to us, for the attention of the manager. Your feedback will be fully reviewed and you will be contacted in writing with an update.

We are here to listen, care and respond. Your feedback is **ALWAYS** acted on.

Visit our social media channels to find out about our monthly data, we had **over 1000** online consultation requests, one of the highest number for any surgery in Halifax.

Unfortunately our missed appointments (Did Not Attend- DNA) have been very high which means a huge waste of clinical time and resources (over 4 whole days of clinics) please make every effort to attend or inform the surgery if you cannot attend an appointment.



Our November Activity Data!

Gain an insight into our monthly statistics.



Patient referrals: 186



Medication issued: 801



Telephone consultations: 1,163



Face to face appointments: 1,082



Incoming calls: 4,279



Website visitors: 1,967



Patient DNA's: 131



Clinical time wasted: 44 Hours



Online medical requests: 1,027

"I can't see my GP!"

This is absolutely not the case. We have face to face clinics at all our sites through the week. **ALL** appointments are triaged firstly with a telephone consultation before being booked in face to face if required.



Christmas Opening Hours!

Christmas Hours:

Closed on Monday 25th & Tuesday 26th December
Re-Open from 8:00AM on Wednesday 27th December

New Year Hours:

Closed on Monday 1st January
Re-Open from 8:00AM on Tuesday 2nd January

Follow us for the latest updates



@Caritasgrouppractice

Website: CaritasGP.co.uk

Email: info.caritas@nhs.net

(01422) 557711

Did you know we have a Patient Participation Group (PPG)?

This is **your** surgery, and the PPG is your platform to be involved and make positive changes. The group raise issues with the practice with the aim of working together to improve the services provided to our patients.

We would love to see you at our next PPG meeting, please contact our Practice Manager to take part, or you can speak to one of our PPG reps to raise issues for the next meeting. Visit our [website](#) for more information.

Mark Fennelly, Chair of the Patient Participation Group



Aged 40+ ?

Did you know you are eligible for an NHS health check?

Contact the surgery and book your check up:

Includes check for **diabetes, cholesterol, and blood pressure.**



Are you eligible for a free NHS flu vaccination?

Flu can be more dangerous if you are over 65, have an existing health problem, are pregnant, a carer, or children under 4.

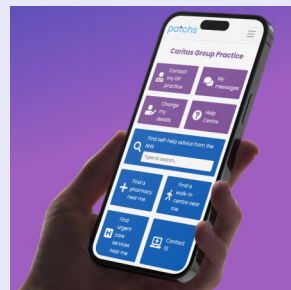
Don't put it off. Get your flu vaccination straight away. Ask at your GP Practice.

STAY WELL THIS WINTER



Earlier this year we launched PATCHS, an exciting new **online consultation** platform where you can book appointments and contact the surgery without

queueing on the phone. The new service can be accessed from our website: www.caritasgp.co.uk It's as easy as a text message, and anyone with internet access can use it.



Please note: this is NOT instead of a phone call, or face to face appointment, it is an alternative online triage resource that makes access **easier for our patients**. If a face to face appointment is required you can request this and discuss with the clinician when you receive a call back. We have had really positive feedback from our Patient Participation Group and patients who have used it tell us how easy it is to communicate with us at the Surgery.

