

## Patient Newsletter

Spring 2024

### Kezia Wilkinson – Physician Associate



Kezia graduated from the UEA in 2021 with a degree in Biological Sciences. She then went on to study for another 2 years at UEA gaining her MSc as a Physician Associate. She grew up in Norfolk and attending Wayland Academy High School.

Kezia enjoys playing sports in her spare time, mostly spending time at the gym, or playing netball in a competitive league in Norwich.

### Staff Starters at Watton Medical Practice

Since our last newsletter, we have had the following staff members join the practice.

- Rhianna Hitch: Cleaner
- Danielle Walker: Cleaner
- Patrycja Brodacka: Care Navigator

### Long Term Conditions (LTC)

We have introduced a new annual review recall process. We are hoping that this process will be easier for patients.

Many long term conditions need an annual review to ensure your condition is being appropriately managed (by you as the patient, and us as your healthcare provider), identify problems or concerns and build your confidence and knowledge to manage your condition.

#### How Does The Process Work?

Patients with long term conditions will now be invited for their annual review around the month of their birthday.

For some conditions, it may be necessary to have more than one appointment (for example, a blood test) and then your review appointment. Most reviews are completed by our specialised nursing team but in some cases, it may be necessary to have your review with a GP. When you receive your invitation you will be advised what appointments are needed and who with.

Some conditions may need an interim review (e.g., six months), if this is the case the clinician will discuss this with you during your annual review.

#### What Does This Mean For Me?

Patients will now be called around the month of their birthday, so for this year it may be that patient's reviews are over or under the normal year (e.g., if a your birthday is in October but you had your review in January, you will get invited in for your annual review in October) however this should be resolved in 2024. We ask that you still attend for your appointment when you are invited.

If you are struggling to manage your long term condition and need support from the practice before you are invited for your review please contact the practice.

If you have any questions about our annual review process, please do not hesitate to contact Reception.

### Did You Know...

We have a blood pressure kiosk in the waiting room. This means that you do not need an appointment to check your blood pressure. The machine links with your clinical records and is reviewed by our team, if for any reason you needed an appointment to discuss your blood pressure we would contact you to book this.

If you cannot attend your appointment, please contact the surgery to let us know. From 01 January to 30 April, 851 appointments were missed.

## PPG Survey

Our PPG recently completed a survey, please see below themes identified and practice actions.

