

Patient Newsletter



In conjunction with the Shore Champions PPG

You Said, We Did!

We have listened to your feedback and introduced the following changes to improve the quality-of-service delivery. We hope you find these changes and/or information helpful to you.

make it happen

Repeat Prescriptions

You asked to be informed when a prescription is delayed, not yet due, requires a medication review (with your GP), or for any other reason.

We have now set up preset SMS text messages that will keep you informed. You can also check the status of repeat prescriptions on the NHS App.

We aim to deal with all repeat prescribing within the 72 working hours window. However, sometimes a delay can occur when a medication review is due or overdue as this needs reauthorising with your usual GP.

WE DID IT!

Proxy Access

There are strict rules under data protection that we have to observe when a parent/guardian/relative/spouse or third-party requests access to the records of a patient. Proxy access is there to protect that patient's data from being disclosed without their consent and to ensure that there has been no coercion.

We have listened to your feedback and concerns around this process and have created a patient friendly leaflet (available in the surgery) to help you understand the process and to assist our staff with any enquiries. Additional training on this subject has been provided and will continue as a standing training item/refresher for all staff.

LPOA (Lasting Power of Attorney) for Health and Wellbeing

There has also been confusion around LPOA (for Health) status and what this means for the person who holds the LPOA. LPOA can only be enacted upon when the patient has lost capacity. It is incident specific and not lifelong unless the patient has been assessed as lacking capacity through illness lifelong, such as severe dementia.

If you wish to advocate for a patient who has capacity you will need to also have Proxy access. This has been a concern raised due to the misunderstanding of the LPOA. Leaflet also available in the surgery.

Thank you for your continued support in helping us improve our service.

Faecal Immunochemical Test (FIT) Self Referral Pilot

Aged 40 to 49? Have you had any change in your poo (going more or less often, looser, harder or a different shape) for over 6 weeks you cannot explain?

Shore Medical are looking at whether a simple questionnaire helps patients get checked sooner to help rule out or diagnose bowel cancer. Following review of the completed questionnaire, you may be asked to complete a simple test at home. The test looks for tiny amounts of blood in your poo that can sometimes be a sign of bowel cancer.

If you have received the message, please take time to fill the questionnaire.

Shore Champions PPG

The Patient Participation Group (PPG) are looking to gain representation from groups such as young professionals, parents of children under 5 years, community minorities, people with long-term conditions.

Please follow link or scan QR code to read more and join the group if interested.

<https://shoremedical.co.uk/community/champions/>



Patient Coffee Morning

*Hosted by the Shore Champions
Every Thursday 10.30 – 12.00*

Join us at
Inn in the Park
26 Pinewood
Road,
Westbourne,
Poole BH13 6JS



Loneliness Together

Are you feeling lonely, socially isolated/excluded, come and have a cuppa, chat and make new friends at a chitter chatter club near you. For club timetable, venues, and more information, go to www.thechitterchatterclub.co.uk or email: thechitterchatterclub@gmail.com or by telephone: 07986323789

New Look NHS App

The NHS App has a new look. Update your app if you have not.

Scan the QR Code to find out about improvements that make it easier for you to find the NHS App services you need.

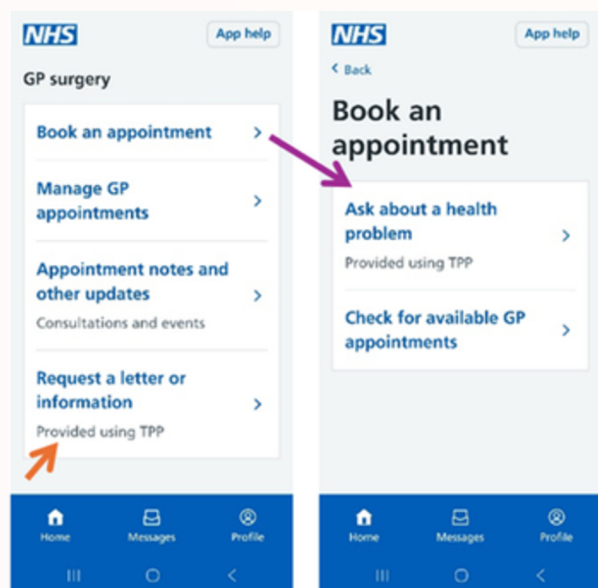


Major changes:

- Three Menu tabs: Home, Messages, Profile
- Consultation notes and events are now found under Appointments > Appointment notes and other updates

You can now submit Systmconnect requests through the NHS App using the Appointments tab.

Both medical and admin requests are available. It makes for a more seamless experience.



Viso Transition to Luscii

Between Mar 2025 and Mar 2026, we were able to help about 960 patients meet their blood pressure (BP) targets through our Hypertension service which encourages self BP monitoring either manually or digitally.

We have a new digital app, Luscii which offers the following benefits:

- Ability to connect Bluetooth BP monitors to the app to automatically record readings in the app
- More and customisable self care information for patients
- Patients can mark themselves as absent if on holidays.
- BP Check in dates are adjustable to fit patient's schedule (within limits)
- More efficient for Clinicians

If you are registered on the app, please log in and submit your BP readings when due.

If digital support is required or you would like to register for the app, please make a request on our online consultation platform.



Activity Data January - March 2026

This is how our surgeries supported our patients



41,781 Online Submissions



117,695 Prescriptions



63,723 Total appointments
(Excluding Home Visits)



2,073 Sicknotes



799 Smears conducted



13,689 Blood samples taken



2,812 DNAs
(Did Not Attend)



629 Acute Home Visits Requested



3,901 Routine Frailty Visits
(Including Home Visits)

Over 60,000 appointments were offered with our Doctors, Nurse Practitioners, Nurses, Health care assistants, Pharmacists, Mental Health specialists, Physios, Social Prescribers, Phlebotomists..... the list goes on.

Stay connected with us and follow our regular updates on social media



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