

Gold Carers Award

Fireclay have recently been awarded a Gold Award from the Carers Support Centre for our excellent support in helping carers and being a dementia friendly practice. This is based on several criteria including how we identify and record our patients as carers, the quality of information we provide to carers, how we support carers and how dementia friendly we are as a practice.



If you are a Carer, please visit our website for more information or ask one of our Patient Navigators for a carers pack. We also offer Carers Clinic appointments where you can meet with a GP Carers Liaison Worker who can give you advice and signpost you to other services that may help in your role as a Carer.

Continuity of Care

Continuity of care means ensuring that a patient can see the same GP if they have an ongoing complicated issue e.g. a serious illness like cancer or mental health issues. This benefits patients as they can build a relationship with the GP and don't have to keep repeating their history. It is also more efficient for the practice to work in this way.

Fireclay has been reviewing its practice around Continuity of Care, and you might find these guidelines helpful:

- When you make an appointment to see a GP for an ongoing issue, mention to the Patient Navigator that you would like to see a specific GP for continuity. The Patient Navigator will be able to see this from your record and will try and make sure you can see the same GP.
- There may be times when the GP you want to see for your ongoing issue may be on leave or fully booked so you will need to make a choice between waiting or seeing another GP. You will need to decide how urgent your issue is.
- Some of our GPs have special skills or areas of interest so we may suggest you see that GP for your particular issue. That is to make sure you get the best treatment.
- Sometimes you no longer need to see a specific GP as your ongoing issue is 'under control' so the Patient Navigator may suggest a more appropriate clinician e.g. a Fireclay Pharmacist or a Physician Associate.

If you have any questions about this process do ask the Patient Navigator when you book your appointment.

Did you know?...

As of November 2024, there was a national average of 2260 patients per full time GP, an increase of 17% since 2015 (326 additional patients per GP)

In 2023/24 there were an estimated 353 million appointments in primary care nationally with two thirds of these face to face (although the proportion of GP appointments conducted by phone have increased)

Source: RCGP Jan 2025

Contact details

Do we have the correct contact details for you?

When we register new patients, we note down their contact details and how they wish to be contacted. If these preferences change you need to tell us. The easiest way to do this is to go to our website, click on 'Contact Us' and then 'Update your Details'. You then complete the online form which comes through to our admin team who will update your contact details.

The quickest, cheapest and easiest way for us to contact you is via text or email. It also allows us to send booking links so you can book appointments online without having to call us. We can still send letters if you do not have access to text messages or email, though these may take longer to reach you!

If you cannot access our website, you can always speak to a Patient Navigator to check that we have your current contact details, and you can also confirm how you would like to get communication from us.



The NHS App

We promoted this in a newsletter last year, but it is so useful to get the NHS App if you haven't already done so. It can prevent you having to call us or even save booking an appointment, particularly when you can access your blood test results on your phone or computer. You can also do the following if you have the NHS App:

- Request repeat prescriptions – 2 million prescriptions were ordered using the NHS App in January 2025
- Check or cancel appointments
- View your medical record including consultations, hospital letters and test results – there were 7 million views of GP health records in January 2025
- View your medical record including consultations and letters
- Nominate a preferred pharmacy
- Receive messages from your GP Surgery
- Manage your organ donation decision
- View a prescription barcode which can be shown at a pharmacy to get your medication
- Manage services for another person that you care for (proxy access)



You can find more information on the NHS App on the NHS website www.nhs.uk