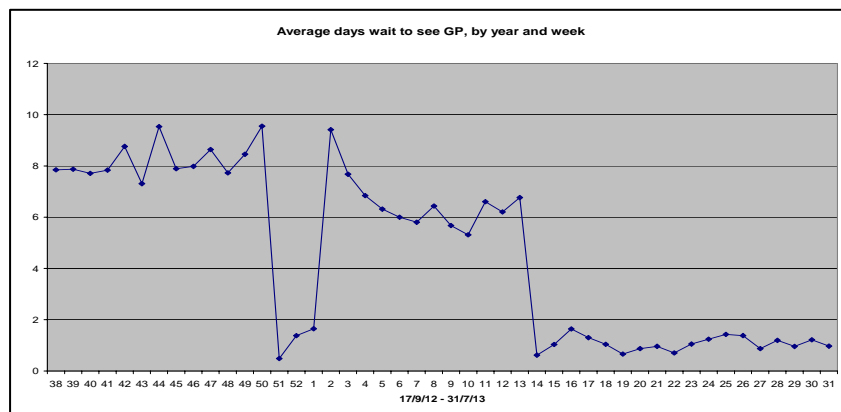
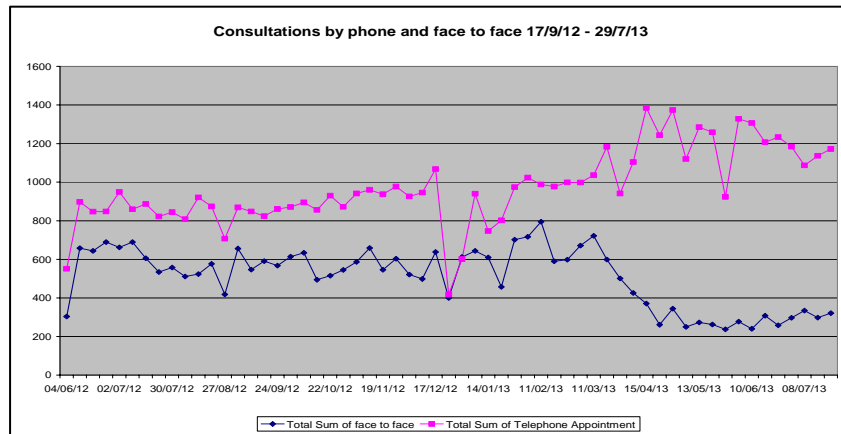


Stowhealth Alumni News Letter – Autumn 2013

As the days draw in and autumn approaches we are thinking about how we plan for the seasonal demand placed upon us at Stowhealth by winter viral infections. Our version of total triage has made a real difference to how we manage demand on a day to day basis, waits to see preferred doctor are now a day or less and DNA's rate are in single figures for some week compare to 50 -60 appointments a week. A similar approach was presented at the King's Fund by Harry Longman earlier in the week and gained a lot of interest from the delegates.

These curves show increased telephone contact and educed routine waiting for patients.



There is no doubt that we are going to need to continue to think of different ways of working with contractual changes being imposed from April 2014 and Mr Hunt, the Minister of State for Health's enthusiasm for extended hours.

On a much more positive note Stowhealth is celebrating 10 years at Violet Hill House next month and we are looking forward to enjoying a glass of champagne with many of the building users that make it such a vibrant environment.

To cap it off we have just received The East Anglian Faculty of the RCGP's award for Best Practice Team. Moving forward general practice really will not be about individual GP's but actually about how GP's work with their team of colleagues supporting and delivering care to their patients. There is plenty of opportunity within this model for establishing long term relationships with families and individuals, but the model can't continue to be completely GP centric, there just aren't the resources available within the NHS to support this cherished traditional model of general practice.

Simon Rudland
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September 2103