



IMPORTANT NEWS - Annual Patient Review

From April 2023, we will be launching a new process for reviewing our patients.

The aim is to have an Annual Patient Review that will look at the medication you are taking and any Long Term Conditions you may have e.g. Diabetes, Heart conditions, Asthma and COPD.

Annual Patient Reviews will take place during your birth month so if you were born in July, your annual review will be completed during July each year. The aim of the new process is to improve our review system and for you to have fewer, but more detailed, appointments to discuss your health.

During the first year of this new process, some patients will have another review fairly soon after having had one, while others will wait a bit longer than usual. After the first year it will settle down to your birth month.

An Initial Review will usually be completed by our Healthcare Assistant (HCA). During this appointment, any needed blood tests, other diagnostic tests and physical checks will be made. You will also be asked questions that are relevant to your condition(s). A follow-up appointment will be booked within a couple of weeks with a Nurse or Advanced Nurse Practitioner. They will go through the results and anything else that is relevant with you. This appointment may be face to face or by telephone. Should a GP need to discuss anything with you, that will be arranged.

Invitations to the Initial Review will be sent by SMS if you have a mobile phone. You will be able to then book your own appointment online. If you have recently changed your mobile number, or if you have never received a text from us, please update your details as it really helps us streamline communications. You can use our webform <https://www.pastonsurgery.nhs.uk/navigator/change-of-personal-details/>.

If you do not have a mobile phone, we will contact you by telephone to book your Initial Review appointment. If you are Housebound, you will also receive your Annual Patient Review in your month of birth with appropriate arrangements made for us to come and see you. Care Home residents will be separately contacted.

FAQs (frequently asked questions)

Q. What are the benefits of the new system for patients?

Completing reviews has not been as efficient as it could be, with some patients coming in multiple times throughout the year. Aligning your Annual Patient Review with your birth month, will improve our appointment use and your time in visiting us.

Your Annual Patient Review will be easy to remember as it will be the same month as your birthday.

Q. I was busy and forgot to contact you following my invitation SMS / text, will you invite me again?

Yes, we will send you a reminder.

Q. What happens to my annual reviews if I am housebound and cannot attend?





If you think a family member or a Carer can help bring you for your Annual Patient Review appointment at the surgery, please let us know and we will do all we can to assist you.

Otherwise, we will be in contact with you to arrange a home appointment.

Q. I recently joined the surgery, but my birth month was earlier in the year, so when will I be invited?

All new patients will be asked to attend a New Patient Check soon after registration, that will be similar to an Annual Patient Review. After this review, you will revert to your birth month.

Q. What happens to my repeat prescriptions with the change in annual review process?

All repeat prescriptions will be reviewed at the Annual Patient Review by a prescribing clinician. Where appropriate, your prescriptions will be authorised up to your birth month and once your annual review has been completed, your medication is updated for the next year.

Q. I sometimes have my blood tests / review at the hospital, will that suffice for my annual review, or do I still need to have these done at the surgery?

Although you may have tests and be reviewed by the hospital, in most cases we will also need to complete a review with you. This is because it is uncommon that all tests and checks are completed that we require to manage your health and condition(s).

Please contact us when you receive your offer an Annual Patient Review and we can see if you still need to attend a review with us.

Q. If my condition changes, do I need to wait for my Annual Medical Review?

No. Please contact us in the usual way if anything changes or you are at all concerned and we will help you. Your Annual Patient Review is unaffected by you contacting us.

Q. How will you deal with patients needing more frequent reviews?

Some patients need more frequent reviews e.g., some diabetic patients or some patients on high risk medication. Patients will be told when their next review is needed and contacted by the surgery.

The Annual Patient Review will still be in the month of their birthday and will cover all medical conditions and all medications.

Q. I think I am already overdue a review of my condition or medication, what should I do?

We recognise that some patients are overdue a medication or condition review.

Our GP Partners are looking at these patients to decide if it is safe to wait until their Annual Patient Review in their birth month. If the GPs consider waiting is inappropriate, you will soon be contacted.

Should you be worried about your condition or medication, get in touch with us as soon as possible.

Q. I have another question not listed here, what should I do?

Please contact us via our web form <https://www.pastonsurgery.nhs.uk/navigator/ask-the-practice-a-question/> or ring us on 01692 403015