

Spring 2019

Wolverhampton Road GP Surgery Practice News and Patient Views

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Complaints and Comments

When a registered patient of this Practice wishes to make a complaint or offer a compliment about our service provision to them, we are always happy to be informed. Please inform the Practice Manager of the matter and the Practice will be pleased to respond.

1. Surgery Social Media pages.

Patients are urged to use the Wolverhampton Road Surgery Web Page and Facebook pages. These are freely available to any one who has access to a computer. The web page does provide lots of updated information upon what the surgery provides and how to access it.

Patients are particularly encouraged to follow the Facebook page — Sr Godwin updates this with relevant and useful Practice and health information. The Practice is also looking at developing a new 'Virtual Clinic' using a new piece of software called 'Checkware'. This has been devised especially for suitable asthma patients who will be asked to provide information about how they are managing with their asthma—this will be provided by e-mail for comparison and analysis for further use.

Telephone System update.

Considerable time has been spent upon how the Surgery telephone system can be improved both from the point of view of surgery answering time and from the role of the Patients Navigators who are the first contact a patient makes contact with when the surgery.

Patients are reminded that these members of staff have been given special training in order to 'navigate' the caller to the best possible source of help within the surgery and wider primary care.

Many different trials have been conducted within the resources of the practice to try to improve the telephone system. Each without any degree of measurable improvement. The surgery handle about 300 calls per day which makes life rather difficult and stressful to both the Patient and Patient Navigators at times. Patients are asked to be calm and considerate when contacting the Practice.

3. Flu vaccination Update 2018-19

75% of the 'over 65' surgery patients population have taken up the free flu vaccination offer at the surgery during 2018-19 season.

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4. Urgent Care and Telephone Triage System.

Patients are informed that it is still possible to book an appointment with the doctor of your choice for routine appointments providing you are prepared to wait for the earliest available appointment.

The Practice's Urgent Care System has been designed to direct the patient to the most appropriate care available.

The Care Navigator is the first line of contact and will ask the patient for some information about the reason for the call.

This will help the Care Navigator (new name for Receptionist) direct the patient to the best place to get the help that they require. This could be with the community pharmacy, opticians, or in house with the Practice Nurses, Nurse Practitioners, Pharmacists, or Doctor.

The Care Navigator may log the call for the Urgent Care Doctor to call the patient back and have a telephone consultation. If the Urgent Care Doctor feels that the patient needs to be seen, they can be booked with one of the Healthcare Team.

Patients are reminded that this arrangement is for the treatment of urgent cases and not routine and minor illnesses.

Please remember that the Practice is not an 'Emergency Service' and does not operate a 'walk in' service.

5. Did Not Turn Up (DNA) for appointments.

During February 2019, 107 patients did not attend their doctor appointments. This accounts for over **30 minutes per day** of wasted doctors time which could have been more usefully used if patients would at least cancel appointments they can't keep. Please note an appointment cancellation can be done by making telephone contact with the surgery and selecting option 1.

6. Screening Programmes.

Patients are encouraged to take up the offer of any screening programme they are invited to take part in.

Remember they can be life savers. Such programmes include: Breast, Cervical, and Bowel screening etc.

7. Care provision by experience.

The Practice is looking to set up a buddy system to help and advise patients who have experienced care and treatments and who are able to talk positively to patients who are scheduled for similar treatments. Watch this space for further news on this proposal.

8. Medication Availability.

Some common forms of medication such as paracetamol, hayfever remedies and Sunscreen's etc will be removed from patients medication lists in the near future. The reason being that these can be obtained from your pharmacist with minimal cost without the need for a prescription .