

# BARNARD MEDICAL PRACTICE NEWSLETTER

MAY 2012



## Appointments



### **New GP appointment system**

**Over recent years, we have seen an increase in demand for appointments from our patients and an increase in wasted appointments when patients do not attend appointments they have booked.**

**We work very hard to ensure that our patients have good access to our GPs but we have found that our current system is not flexible enough to meet our patients' needs and we want to reduce the waste of clinical time.**

**We have reviewed appointment systems in other practices locally and nationally and worked with the Patient Participation Group to look at better ways of delivering our service to patients. We felt that the key features were:**

- 1- being able to provide urgent appointments to patients who are unwell and need them at short notice**
- 2- providing routine appointments**
- 3- keeping our availability of routine telephone consultations between doctors and patients (reflecting busy lifestyles and work commitments of patients), thus encouraging continuity of care by the same GP through an illness when required and to reduce the waiting time to access to their GP of choice.**

**From the 2<sup>nd</sup> July 2012**

## **Routine appointments**

**Please call reception after 10 AM if you are able to do so.**

**All our GP/Nurse Practitioner appointments will be available to be pre-booked up to 4 weeks ahead rather than keeping some for each clinician to be accessed on the day. This will avoid the rush of routine calls for appointments at 8AM.**

**You can still pre-book a telephone call consultation. This is to save you having to come into the surgery when a telephone call is appropriate. This can help to improve access to a doctor of your choice for continuity.**

**Please note that all appointments are for 10 minutes duration. If you want your concerns to be dealt with thoroughly, try to limit each consultation to one problem. If you feel that your problem may take longer please alert the receptionist so that a longer slot can be booked.**

**Therefore, when you ring up to make a routine appointment you will be offered the choice of an appointment at the surgery or a telephone consultation.**

## **Urgent appointments**

**If you are unwell or have an urgent problem which needs to be dealt with on the same day, there is a morning triage surgery and afternoon duty clinician.**

**Call the reception team from 8am on the day you need to be seen. The receptionist will take your telephone number and brief details of the problem, so that we can triage the urgency of the call. Each morning there is a triage surgery. Please be aware that this surgery can become very busy, it may therefore be some time before you are called back, so please give a contact number where you will be available until early afternoon.**

**The GP will then return your call and may offer treatment or give advice. If he/she feels that you do need to be seen, he/she will arrange this for you.**

**The new system will be piloted for 3 months and we anticipate an initial difficult period as staff and patients get used to it. We would really appreciate your feedback (positive and negative) so we know how the new system works for you. Please fill in a response form from the link on the website homepage.**

**If you would like more information about the new system please speak to a member of our team.**

**PLEASE NOTE THAT ALL EXTENDED OPENING LATE APPOINTMENTS ON ALTERNATE TUESDAY OR WEDNESDAY AND SATURDAY MORNING WILL REMAIN AS THEY ARE NOW PRE-BOOKABLE ONLY.**

**They are primarily aimed at those patients who have difficulty attending appointments during our normal opening hours.**

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## **HOW TO SEE A NURSE**

**Telephone or come to reception to make an appointment with one of our Practice Nurses.**

### **Practice Nurses**

**For some conditions, it might be worth considering an appointment with a practice nurse rather than a doctor. Practice nurses are qualified to deal with many conditions and are an integral part of the chronic disease management team. Speak to reception if you are unsure if your problem is suitable.**

**If you require a District Nurse to attend, the initial referral will be by a Doctor/ Nurse Practitioner or Practice Nurse**

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## **HELPING US TO HELP YOU**

**If you arrive more than fifteen minutes late for an appointment, you may be asked to make another appointment - unless it is an emergency.**

**Please cancel any appointments you are unable to attend, whether at the Surgery or a Hospital.**

## **Did Not Attends (DNA's)**

**Last year 2388 patients did not keep their booked appointments here.**

**This equates to 2 whole 3 hour surgery sessions each week or 4 days of doctor surgery time per month. Time which could otherwise be used to improve services for you.**

**Please be considerate, if you are unable to keep an appointment then please inform us so that we can use that appointment for someone else.**

**There will be a facility to cancel appointments more than 24 hours in advance by leaving a message on the website online services area.**

**Alternatively you can still phone reception to cancel an appointment..**