

Total Access

On Monday 19th January, we moved to a “**total access**” system. This is in line with national NHS guidance to make access fairer, safer and more efficient for everyone.

Since then we have processed 1,178 requests for assistance from our patients – this equates to 24% of our patient population contacting us over the last month.

We are grateful to our patients for allowing us time to embed the new system, for which we have had positive feedback in allowing patients to be seen quickly if needed.

We would like to remind patients that the online form can be completed easily via the practice website (online services log in is not essential, as forms can be completed without logging in). Forms can be completed on behalf of patients by relatives or carers if required, and receptionists are also able to complete forms on behalf of patients if needed. All of our receptionists are trained in care navigation and have, for many years, asked patients to give an idea of symptoms, so that patients' requests can be prioritised accordingly, by making use of all of the Health Care Professionals available to General Practices. Our receptionists also receive training to protect patient confidentiality. If patients are able to complete their own form, this is sent directly to the GP for assessment and response, without the need to explain symptoms to reception staff.

Nurse appointments, booked via reception, and prescription ordering processes, ordered via online services or handing in repeat prescription slips to our dispensary, have not changed.

We are no longer accepting email requests from patients, as emails are not continuously monitored and the NHS felt this not to be a safe or secure method of communication between patients and practices.

Practice workload has increased during the changeover to the new system but we understand from other practices using this system that this will settle over time to a more sustainable workload.

Our receptionists would like to pass their thanks to our patients for bearing with us whilst we adjust to the new system and throughout the winter months, where our staff have unfortunately suffered a higher level of sickness absences than usual.

Amelia Leonard, our Digital & Technology Inclusion Social Prescribing Link Worker, is still available at the surgery once a month on Thursday mornings, to assist patients with using digital systems such as the NHS app, online services, navigating health websites and using mobile telephones to access medical information, test results and appointments. Please contact reception to book in with Amelia.

Home schooled children

Children who are home schooled should be recorded in their medical records and we request parents to inform the practice of children this applies to.

Covid Spring booster programme

We will be offering vaccines again at the surgery for patients who are eligible – please look out for invitations direct from the practice if you are:

- are aged 75 or over
- are aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment
- live in a care home for older adults

Cancelling appointments

We have had 54 DNA's (did not attend) for appointments over the last month, resulting in around 14 hours of wasted appointments which could have been offered to another patient. If you need to cancel an appointment, please call in good time to cancel so that reception have time to contact another patient to attend. If patients cancel within an hour of an appointment time, this may still be marked as a DNA on the patient records.

Easter break

The surgery will be closed over the long bank holiday weekend for Easter. Please ensure prescriptions are ordered in plenty of time to help our staff manage workload.

Many thanks.