

Issue No: 002 (June 2018)

Welcome to the Rooksdown and Beggarwood Practice Patient info sheet. The aim of this is to act a communication link to all of the patients register at the practice, if there are changes to the Practice we hope that this will provide useful to keep you informed. This issue will concentrate on the following issue.

1. Appointments - General Practitioner (GP) and Advanced Nurse Practitioner (ANP) appointments – Restructure of the current system.
2. Duty Doctor – Two locations
3. Reception Staff Training - Signposting

Appointments - Cedar Medical are in the process of changing their appointment system. There are many different models to choose from this is mainly dependent upon the resources that are available. July has seen a lack of GP appointments available to be booked in advance, during early Jun we have had in a specialist auditor to advise Cedar Medical on their appointment system. You may be surprised to hear that many of the appointments that the Duty Doctor had booked in could have been dealt with by the patient going to their local pharmacy first instead of using a GP appointment (e.g. sore throat on first day of symptoms). We are changing the way that we undertake our appointment system so that we can have the GP/ANP see the patients in a timely manner according to the needs of the patient. This may cause some short term delay in July for bookable in advance appointments. We do have appointment available to pre book in July 2018.

Duty Doctor – Currently we operate a Duty Doctor and ANP on each location, this is not a good use of resources. July 2018 will see the start of the Duty Doctor and 2 x ANP being located at one location. This will alternate through the week, there may be occasions when we do have a Duty Doctor and an ANP at both locations but this will be phased out in Aug 2018.

Signposting – All of our reception staff are undertaking signposting advice session at the end of June 2018, this is to enable our reception staff to offer patients the right place of care according to their need. All patients who ring in to the surgery will be asked the same four questions, the result of these questions will be entered in to the patient's clinical record. This will provide the clinician with the correct data when they are in consultation with the patient later. All of our reception staff are very aware that all information received from patients is confidential. Patients who contact the surgery suffering from conditions that the GP/ANP would sent to A&E are better just going straight to A&E rather than waste a precious appointment slot

Summary – Cedar Medical must make changes to the current appointment system in order for patient's to be seen by the most appropriate clinician. We need to have this new appointment system in place by the end of the summer as when the Autumn season starts the practice gets very busy then. The team at Cedar Medical are working hard to get this right, this means changing what patients are currently used to so that we can offer better service.