



New Appointment System

FOUR ELMS MEDICAL CENTRE

Why do we need a new appointment system?

- ❖ Due to the pandemic we have seen a dramatic change in the way we consult with patients.
- ❖ The majority of our consultations are now undertaken remotely via a telephone conversation, or sometimes by video.
- ❖ Patients are often not required to visit the surgery so it's more convenient for them to get in touch with us, which is great...
- ❖ ...but unfortunately this has also meant that we can now have over 200 patients each morning asking for a phone call.

Why do we need a new appointment system?

- ❖ As we come out of lockdown, people are more comfortable with contacting their GP again and we are seeing this number rise.
- ❖ Also because the number of patient calls are the same regardless of the number of clinicians available...
- ❖ ...this could lead to unsafe levels of patient numbers for each clinician and this is what we are trying to avoid.
- ❖ Therefore we are proposing a new system which will accommodate the vast majority of genuine requests for an appointment but also provides limits so we can deliver great care in a safe manner.

We're also changing our telephone system.

- ❖ Currently we are experiencing tremendous pressure on our phone system each morning as everyone attempts to call.
- ❖ This has led to higher levels of abandoned calls compared to pre-covid levels.
- ❖ We simply do not have enough telephone lines or staff to cope with the demand.
- ❖ Which is very frustrating for patients and very stressful for staff.
- ❖ Therefore as part of this review we are proposing that we will change the times that we suggest patients call the practice for certain issues.

New System – Telephone System

- ❖ Under our new system we suggest that patients should call for appropriate queries at the following times:
 - ❖ Daily appointments between 0830 -1000
 - ❖ Results, medication requests 1000 -1400
 - ❖ Nurse and pre-bookable appointments 1400 -1600
- ❖ There will be flexibility within this for genuine cases, such as if people are in work, but if we can more evenly spread the bulk of phone calls throughout the day it will greatly improve access
- ❖ You are more likely to get through to us later in the day compared with first thing in the morning.

What about the other clinicians, such as ANP's, AHP's Pharmacists, Nurses & HCA's. What do they do?

- ❖ Advanced nurse practitioners (ANPs) are experienced and highly educated registered nurses who manage the complete clinical care of their patients, not focusing on any sole condition. They also have additional clinical-practice skills appropriate to their role.
- ❖ You may see or speak to an ANP instead of a GP when appropriate. Our ANPs will also conduct a surgery each day alongside our GPs.
- ❖ Allied health professionals (AHPs) are specialists within their area of expertise. At our practice we employ physiotherapists and mental health clinicians.
- ❖ Our physiotherapists will provide brief therapeutic interventions for patients with musculoskeletal disorders where appropriate. Therefore you may be asked to see a physiotherapist instead of a GP.

What about the other clinicians, such as ANP's, AHP's Pharmacists, Nurses & HCA's. What do they do?

- ❖ Our mental health (MH) clinicians will work with people whose needs appear to be related to their mental health. Again you may see our MH clinicians rather than a GP.
- ❖ Our practice pharmacist is a specialist who can assist you with your medication queries and reviews. Our pharmacist also assists our GP's with specific queries.
- ❖ Our practice nurses can deal with health issues such as family planning, healthy living advice, blood pressure checks and dressings. The practice nurses run clinics for long-term health conditions such as asthma or diabetes, minor ailment clinics and carry out cervical smears.
- ❖ Health care assistants (HCA's) can provide blood pressure monitoring, chaperone services, basic wound care, ECG and phlebotomy services as examples. They also assist GPs and nurses with other clinics such as Baby Clinic.

How many appointments will there be?

- ❖ For each GP there will be
 - ❖ 18 Morning appointments
 - ❖ 3 Telephone appointments for each clinician, each morning, will be pre-bookable through MHOL by patients.
 - ❖ 18 Afternoon appointments
 - ❖ Included in afternoon appointments are 4 appointments specifically for call backs to discuss medication, test results etc.
 - ❖ Also included are a minimum of eight Face to Face appointments per clinician
 - ❖ 4 Pre-book
 - ❖ 4 Book on the day
- ❖ Other specialities will have varying numbers of appointments
- ❖ GPs will also conduct house calls and administrative work

How it will work?

- ❖ Our Daily Assessment List will still run and you are asked to call between 0830 and 1000 each day. The list will close when the number of appointments available are filled.
 - ❖ For example if there are 5 clinicians available and their surgeries are all full then the list will close.
- ❖ The receptionists will inform patients once all appointment slots are full.
- ❖ However if you feel your request is urgent for that day then the receptionist will place you on the daily triage list but you may not necessarily receive a call back that day.
- ❖ PLEASE NOT WE WILL NOT TOLERATE ANY ABUSE DIRECTED AT ANY MEMBER OF STAFF. ANY ABUSE MAY LEAD TO YOUR REMOVAL FROM OUR PRACTICE LIST.

How it will work?

- ❖ If you would like a pre-bookable appointment instead then please call after 1000, but please note that there will be limited number.
- ❖ Appointments will still begin at a set time regardless of the numbers on the DAL.
- ❖ Planned start date of June 1st.
- ❖ Nurse and HCA appointments are unaffected by this change but we ask that where possible you call after 1000 to book your appointment.

Feedback

- ▶ We are committed to listening to our patients and would like to hear your thoughts on our new system.
- ▶ If you would like to provide us with feedback please contact us either through the feedback for on our website or by writing to us at:
 - ▶ FEMC/RMP
- ▶ Please do not telephone the practice to provide us with your feedback as we may not have the time to discuss issues with you and it also adds pressure to our phone system.
- ▶ If you would like someone to speak to you about the new system please leave your telephone number with your feedback and we will contact you to arrange a time to speak.