

CAN'T MAKE IT?
DON'T NEED IT?
CANCEL IT!

"SURGERY SNIPPETS"

- a newsletter for our patients.
July - September 2017

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WE NEED YOUR HELP: "keep or cancel" & "arrive on time"

Missed appointments result in delayed care for patients and prevent others from getting the help they need as quickly as possible. **Our patient participation group (PPG) have been clear: they would like to see a reduction in the number of patients missing their appointments.** A survey in May of 88 patients who failed to attend [81 texts + 7 letters] produced 19 responses, giving a snapshot of the reasons:

30% just forgot [text & letter], 15% confused the wrong day/time in the text message, 10% didn't get a text reminder; 10% did cancel but our system didn't pick this up correctly; 10% had phone on silent & missed call; 10% other work/family emergency; 15% other reason. Thanks to everyone who responded to our survey in the spirit we asked the question – much appreciated. We didn't receive a response from 69/88 patients (78%).

Many patients have told us they think we should charge for missed appointments, but the NHS's ethos "free at the point of delivery" prevents any charge/fine for NHS services. Others think that those who miss their appointments 'should go to the back of the queue' – but our service delivery is organised to meet patients' perceived needs; not actively penalise individuals. Likewise, we're not permitted to remove patients from our list on the basis of a single missed appointment, this wouldn't be fair; it's the repeated missed appointments we need to tackle. We therefore have to rely on everyone's personal & social responsibility – using the NHS wisely, prioritising those who are most vulnerable, with greatest needs.

In terms of providing services to our 15,300 patients, with limited resources, perhaps now is a good reminder: **a single appointment lasts 10 minutes.** In that time your GP or nurse has to establish the reason for the consultation, listen to your concerns, take a history, perform any necessary examinations, explain & organise if any tests, medication/treatment and/or a referral is needed, answer your questions AND ensure that all this activity is accurately documented in your medical records. You'll appreciate that sometimes this takes us a bit longer & can result in delays, but to minimise these: **we need you to arrive on time for your appointment.**



If you're late arriving, then you're either asking us to shortcut some of the above – which is neither fair to you nor the clinician, or you're asking all the other patients booked after you to wait longer because you failed to arrive on time: many patients feel very strongly about this.

You have missed your appointment if you arrive after your 10 minute appointment time has passed.

With regards to 'phone appointments – again we need you to pick up! This flexible option means you don't need to attend surgery to consult with your GP, but this appointment is wasted if we can't reach you.

CHANGE IN OUR PROCEDURES: Because our 'did not attend' (DNA) rate averages 230 missed appointments per month; with the approval of our PPG & from the end of July:

- ✓ We'll send you a **text confirmation at the time you book the appointment** & a reminder the day before;
- ✓ We'll send you a **text message if you miss an appointment** and the clinician thinks you need to be reminded about cancelling in future;
- ✓ We'll send you a **letter if you miss more than 2 appointments** in any 6 month period, asking you to explain why the appointments were not cancelled & making you aware that further missed appointments may result in us removing you from our list.

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If you'd like to **join our patient participation group (PPG)** in helping us constantly review and improve services for our patients, please complete an application form at reception, we'd value your help & feedback. ☺

RESEARCH in GENERAL PRACTICE

According to national surveys, around 93% of patients want their local NHS to be encouraged to support research. As you'll already know from previous Surgery Snippets, during 2014 – 2016 we participated in the successful, ground-breaking Salford Lung Study COPD and asthma research projects. As our GPs are research study trained, we're now branching out to become more involved with clinical trials covering a range of health conditions.

Clinical trials evaluate the effectiveness of a new drug or treatment, with the aim of improving treatments outcomes for patients. Some of the benefits of being involved include access to new & potentially better treatments, in depth health monitoring, improved understanding of your condition & the fact that you're contributing to future improved care for others as well as yourself. We'd therefore **actively encourage you to consider this, if we write to you.**

Please be assured that if we think there is a study you may be interested in, we will write to you directly. We do not share your personal contact details with any research organisation. If you wish to participate in a clinical trial, you must give your consent directly to them.



SIGN-UP FOR ON-LINE SERVICES



Many WRMC patients now use our secure, online facility to **order their repeat prescriptions, check their results or book appointments**. Feedback for repeat prescription ordering is excellent - "*time saving, accurate & easy*".

To sign up: we need to validate your identity, so bring either a **passport or photo driving licence to reception** & we'll print user ID & joining instructions for you.



Log into our website www.wrmc.org.uk and follow the online link to register with Patient Access using the information we've provided. There's also an app to download so you can access from your smartphone: <https://patient.emisaccess.co.uk>

Nationally, **paper prescriptions will become obsolete later in 2017/18**, so we're encouraging everyone to **speak to their usual pharmacy & "ask to sign up for EPS"**. This enables us to transmit your prescription to the pharmacy electronically, ready for your collection.



WELCOME

 to our two new F2 doctors, **Dr Lucy Smith & Dr Rachel Murphy** who join us in August for their 4 month placement in general practice.

We wish our outgoing F2 doctors – **Dr Sarah Wilson & Dr Greg Lynch** and ST3 GP registrars **Dr Rebecca Marchmont** and **Dr Sarah Malbon**, all the best for their future careers. **Dr Andy Ross** is also sadly leaving us at the end of July to pursue further general practice opportunities in London, we wish him every success in his exciting new ventures.

You'll be pleased to know that **Dr Ben Liu** is returning in August, for his final year's general practice training. We're pleased to report that **Dr Liz Asbridge** will return in September on a part-time basis.

BANK HOLIDAY & TRAINING CLOSURES

We will be **closed on Monday 28 August** for the bank holiday. We will re-open at 08:00 [phone lines at 08:30] on Tuesday 29 August 2017.

The next ½ day GP education event & practice closure from 1pm is on **Weds 12 July 2017**, & the one following, on **Thurs 21 September 2017**.

To find out what medical help is available whilst we are closed, ring us on 0161 905 4711 or NHS 111 by dialling **111**, or visit Trafford General Hospital either the NHS urgent care centre 08:00 – 20:00, daily. A&E departments at Wythenshawe or Central Manchester Hospitals are open 24/7 for potential life-threatening emergencies.