

WASHWAY ROAD MEDICAL CENTRE

"SURGERY SNIPPETS"

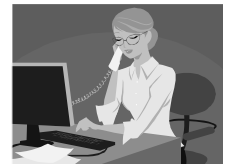
- a newsletter for our patients.

July - September 2014

FOCUS ON APPOINTMENT ACCESS

As many of you have experienced over the last couple of months, we've been arranging for our GPs to ring patients back to resolve any same day urgent needs. This has worked well for patients who have often been able to speak to the GP who knows them best and agree a suitable plan for their immediate healthcare needs. Patients have been able to come into the surgery the same day where a face-to-face clinical assessment has been needed; or have gained reassurance or advice about how to manage their condition safely.

Drs Jarvis & Howard have been running a similar system for the last year for most of their patients needing routine (rather than urgent) care and have found similar benefits for their patients. With this in mind we are rolling this system out for all our GPs' appointments in August 2014.



What are the benefits?

Responsive - for routine appointments we can ring you within an hour either side of your booked appointment slot on a landline or mobile number within the UK;

Convenient - you don't necessarily need to travel to the surgery, nor wait in the waiting room to get the help & advice you need;

Safe - same quality of service you would receive at the surgery by a clinician who has your full medical records;

Appropriate - we will arrange a plan for your ongoing healthcare with you; this will be face-to-face if together you & your GP feel this is needed or may be a further phone review once tests or investigations are complete;

Personal - there will be more capacity to book your routine telephone consultation with the GP you prefer;

Interactive - into the Autumn, we'll be making some of these appointments available for online booking, too.

What are the changes for you?

Our reception staff will continue to ask for some idea of the problem when you ask to book an appointment, so they can offer you the most appropriate appointment slots, according to your needs.

From August, **all requests for a ROUTINE GP appointment will be met by booking you a routine telephone appointment with the GP of your choice.** The GP will ring you on the landline or mobile number within the UK that you have given us, within an hour either side of your appointment slot. They will decide a plan with you during this telephone consultation, for your ongoing care. If the GP feels you need an assessment or examination at the surgery then they will book this appointment for you.

Where **URGENT, same day medical help is needed, please ring us before 11am on 0161 905 4711.** A GP will ring you back within 3 hours to assess the situation and if an urgent surgery appointment is needed then they will book this appointment for you. If not, appropriate medical advice will be provided by the GP.

For **home visit requests, please ring us before 11am on 0161 905 4711.** A GP may ring you back to assess the situation first and to give any medical advice needed.

Staff will continue to book appointments with our nursing team - guiding patients to book the most appropriate appointment: whether for bloods +/- BP checks, chronic disease reviews, stop smoking services, smear tests, travel vaccinations, child immunisations, minor illness management, contraception & their many other services.

Why are we doing this?

We appreciate that this will be very different for some of our patients and ask for your patience whilst we all get used to the new system. The traditional pattern of providing a face-to-face consultation for every patient is no longer workable, nor necessary to meet the healthcare requirements of an increasingly elderly and mobile younger population.

By changing this system of access, we aim to increase potential contact with a GP by around 15%. We're hoping this will also reduce the wasted resources caused by those who fail to attend or cancel their appointment.

VISIT US AT www.wrmc.org.uk

Along with the other changes this quarter, we're **updating our website** too. With ideas from our patient participation group, we'll be including more self-help support along with other local services & fresh ideas for better healthy living habits. You'll be able to view the site on a variety of devices so get ready to use our extended online services by signing up with photo ID at reception.



Along with our teaching & training accreditation, we're now trained and approved as a research practice. We're delighted to be working with colleagues from **Salford Lung Study** evaluating a new treatment for patients with COPD. We're inviting around 90 patients to become part of this ground-breaking research - find out more once your invitation arrives by ringing the **research nurse at the practice** on **0161 962 4354**.

SHINGLES VACCINE

FINAL REMINDER for those patients with dates of birth between **2/9/1942 - 1/9/43 or 2/9/1933 - 1/9/34** - to get your free shingles vaccination **before 31 August 2014**.

A **new programme** of shingles vaccination will start on 1 September 2014 only for patients with dates of birth **2/9/34 - 1/9/36 or 2/9/43 - 1/9/44** inclusive.

As last year's dual shingles/'flu vaccine clinics were so successful, we intend to invite those eligible patients with dates of birth **2/9/34 - 1/9/36 or 2/9/43 - 1/9/44** & run several combined clinics before the general 'flu jab clinics start in October.

ALL CHANGE IN AUGUST!



to new GP pre-registrar Dr Tamara Hold who joins us for the year under the supervision of Dr Simonton. Also to our new Foundation Year 2 doctors who'll be under the supervision of Drs O'Malley, Burgess & Ferguson.



to our current GP registrar Dr Rachel Forth who's thoroughly enjoyed her year's training with us and will be working in the surrounding area as a locum GP. Dr Jade Ng will stay with us for a further couple of months until the start of her maternity leave. Our current Foundation Year 2 doctors will continue to gain experience when they return to hospital work; they tell us their time in general practice has been very informative!

SURGERY DID NOT ATTEND FIGURES Q4 2013/14 & Q1 2014/15

January 2014	190	April 2014	149
February 2014	167	May 2014	182
March 2014	190	June 2014	167
Total this quarter =	547	498	ie approx 2000 appts/year wasted

Our patients are **wasting the equivalent of 2½ surgeries a week** meaning others have to wait longer to see a clinician. Although not in the news as prominently as A&E, we feel general practice is at breaking point from a combination of increased workload & funding cuts. For everyone's sake, please either **keep or cancel in good time** by ringing **0161 905 4721 (24hrs)** or text back the word CANCEL to the number in your SMS reminder.

BANK HOLIDAY CLOSURES The surgery will be closed on **Monday 25th August 2014**. Should you need **urgent** medical attention that cannot wait until we re-open, services below may be of help:

NHS 111 (24 hour NHS advice line - previously NHS Direct) dial 111
Trafford Walk-in Clinic (8am - 8pm next to Trafford General A&E dept) 0161 747 4978
Minor injuries unit, Altrincham General Hospital 0161 934 8300
(8am - 8pm Mon - Fri; 10am - 6pm weekends & bank hols)
GP out-of hours service Mastercall (when the surgery is closed) 0161 476 2299

NHS Choices website at www.nhs.uk gives information about NHS Walk-in Centres open near you.

Don't forget to **ORDER & COLLECT** your repeat prescription before **6:30pm on Friday 22nd August 2014**.

TRAINING CLOSURE - the surgery will also be closed for a ½ day Trafford-wide GP training event on Thursday 25th September from 1pm onwards. We will re-open at 08:30 on Friday 26th September.