



17 July 2023

## Our appointment system

Our current system is a mix of pre-bookable and on the day appointments. Each doctor provides the following access.

- The first 6 appointments are pre-bookable.
- The next 6 are released on the day.
- Those after 11.00am are for urgent clinical problems that cannot wait until the next available appointment.

The afternoon follows a similar pattern.

## What happens when you call?

When you call to request an appointment the Patient Services Team (aka receptionists) will ask you the reason for the appointment

- If you have a minor illness, you may be offered either a referral to a local pharmacist or our paramedic.*
- If your issue is something that can only be dealt with by a GP you or if you insist on a GP appointment, you will be offered the next available routine appointment with your doctor, which could be 2-3 weeks away.*
- If you cannot wait until the next available appointment, you will need to book online or call at 8.30 am for an on-the-day appointment with your GP.*
- If you have a clinically urgent problem that needs to be seen that day, you will be offered one of the urgent slots.*

## Is the system perfect? No

Overall, this system has proved relatively successful compared to other practices, however, we know that this does not suit everyone – No system does. So, what can we do?

What are your thoughts? Do you have any suggestions?

- Please email [watermeadow@nhs.net](mailto:watermeadow@nhs.net)
- Subject: Appointment System

*Please note that we will not be able to respond to your comments or suggestions.*

## New Telephone System.

*We know it is difficult getting through on the phone, but demand is so high (we offered 2,000 more GP appointments last year than we did before Covid) – so what are we doing?*

**We have just invested £20k in a new telephone system** which is due to go live in August. In the meantime, we need some extensive cabling work to replace the old BT wiring.

The new system will allow more people to queue without being cut off.

The system should also allow call-back. This means that when you are stuck in a queue, you can press a button (not sure which one yet) and then put your phone down. This should retain your place in the queue so that as you move up, our system will call you back as you near the top.

## Have you seen our new revamped website?

[www.watermeadowsurgery.co.uk](http://www.watermeadowsurgery.co.uk)

This has lots of useful information – is there anything else you think might be good to add?

Let us know at [watermeadow@nhs.net](mailto:watermeadow@nhs.net)

## Our Diversified Services

There have been several changes to the Water Meadow team over recent months.

We remain committed to providing the best care for you to manage long term health problems whilst having access to health services when you want it. To this end we have made changes to our appointment system but also diversified our team to give you more choices.

We would like to introduce the newer members our team and how they can help you. You can book an appointment with them through reception.

### Paramedic:

Toni works Monday, Tuesday, Thursday and Friday and provides face to face appointments for infections and minor illnesses and also home visits to housebound patients. She previously worked in a busy Oxfordshire practice and as a paramedic for the South-Central Ambulance Service.

### Clinical Pharmacist:

Tahir, who works remotely on Monday, Tuesday and Friday provides medication reviews, advice on medication and possible side effects, reviews of certain medicines such as blood thinners. He also can review and advise on home blood pressure readings. He has a wealth of experience and can advise you on your medicines.

### First Contact Practitioner:

Gina works on Thursday and Friday and provides assessment and advice on musculoskeletal problems such as back pain and joint pains. She can also refer on for investigations if it is appropriate. **She cannot assess an acute injury that may need an X-ray the same day;** you should attend A&E.

## Patient Survey



The results of the national MORI GP Patient Survey are in, and it looks like you are not happy with our service – we have fallen from top practice in Bucks in 2022

	2022	2023
<b>Your local GP services</b>		
	<b>WMS</b>	<b>WMS</b>
% of patients who find it easy to get through to this GP practice by phone	87%	68%
% of patients who find the receptionists at this GP practice helpful	92%	90%
% of patients who are satisfied with the general practice appointment times available	72%	62%
% of patients who usually get to see or speak to their preferred GP when they would like to	68%	73%
<b>Making an appointment</b>		
	<b>WMS</b>	<b>WMS</b>
% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	88%	76%
% of patients who were satisfied with the appointment they were offered	89%	81%
% of patients who took the appointment they were offered	99%	98%
% of patients who describe their experience of making an appointment as good	76%	76%
<b>Your health</b>		
	<b>WMS</b>	<b>WMS</b>
% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)	64%	72%
<b>Overall experience</b>		
	<b>WMS</b>	<b>WMS</b>
% of patients who describe their overall experience of this GP practice as good	93%	83%

The truth is, like all practices, we cannot keep up with demand. We have more doctors who are providing more appointments and we have the additional members of our clinical team, but more people are coming to see a doctor, who could perhaps self-treat or see a pharmacist. Add to this the fact that we have increased the number of patients who are registered from 12,500 to over 13,000, and...well 😞

Please don't be angry – we are trying