



29 February 2024

## Changing the way, you contact us.

All practices in England are 'encouraged' to improve patient access through various means including.

### 1. Digital telephony

- Call queuing
- Call back.
- Call routing
- Integration with clinical system

### 2. Simpler online requests

- Online messaging
- Consultations online
- Improving website

### 3. Faster navigation, assessment, and response

- Navigating patients to the right service or clinician
- Assessment of 'clinically urgent' requests the same day.
- Where same day is not needed, offering an appointment within 2 weeks if agreed.

## What are we doing?

### 1. Digital telephony

Last August we invested £20k in a new digital telephone system, which provides all the functionality required.

### 2. Simpler online requests

This is our next planned investment. We are putting in place a new system to simplify contact with the practice.

There are two strings to this bow, 1. admin and 2. clinical. We will start with admin and add clinical in a month or two once we have designed new systems to cope.

We will start to close the practice email address on 31<sup>st</sup> March and the new central point of access will be our website at

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

Any questions posted via email after 31<sup>st</sup> March are likely to have much longer response times as we prioritise those made via the website.

### But I don't have a computer 😞

For those of you who do not have access to the website through a computer, iPad or phone, I am afraid that you will need to join the telephone queue as you do now, so that one of our team can take your details.

## Admin

There is now a central point for you to make requests where you can choose between

- Fit note request
- Medication request
- Test result request
- Letter request for non-NHS care e.g.
- Admin (miscellaneous) request

### How can we help?

If you need medical help right now, please call 111 or go to [NHS.111.online](#). In an emergency call 999. If there is no applicable option below, please contact your GP surgery. For general health and self help advice please use the [NHS website](#).

Log in to get help faster.

Continue with **systemonline**

### Admin request

<b>Doctor's letter</b> Ask for a report or letter, for example for insurance.	<b>Fit note</b> Ask for a fit / sick note.
<b>Medication request</b> Medication reviews and prescription requests.	<b>Test result</b> Ask for the results of a recent test.
<b>Other admin request</b> For example cancel an appointment, make a subject access request.	

We aim to respond to these within two working days, where we can. If we cannot provide a full response, we will let you know the timeframe (this is usually for letter requests and miscellaneous queries)

It should be noted that none of the admin boxes should be used for medical queries – this is coming later. If you submit a medical query on an admin form you will receive a standard reply to say that your message will not be responded to and directing you back to reception.

## Clinical

This is being worked on at the moment to make sure that we get it right.

We know that some of you would rather submit a medical question online and/or perhaps you do not need to see a doctor. We just need to work out how our duty doctor and support team will cope with the load and dovetail this with our current system of face-to-face appointments.

The idea is that this should improve access so that those who need to see a doctor can do so and more speedily, and those that do not are responded to and/or directed to other more appropriate services – more detail to follow in a few weeks.

What are your thoughts? Do you have any suggestions?

- a. Please email [watermeadow@nhs.net](mailto:watermeadow@nhs.net)
- b. Subject: **Changing Contact System**

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

## Have you seen our 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)

## Did you know?

**We provided 2,000 more appointments in 2023 compared with two years ago.**

## Our Diversified Services

There have been several changes to the Water Meadow team. 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 assist us we have employed some additional roles for you to book with 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.

### Physician Associate

Pravina works Monday to Friday. She does some minor illness sessions, and she also assists with advice on cholesterol medication, and chronic conditions such as heart failure & hypertension. She also assists the doctors looking after patients in the care homes we look after.