



18 November 2024

Appointment System.

Our new system for requesting appointments introduced in May has been an overwhelming success.

The system is being used by old and young alike, although lots of 'young' patients are still refusing to use the online system -more about this later.

Of course, some will always not like the changes, but that is true of any system. Unfortunately, there is no such thing as a perfect system, if there was, every practice would be using it. We just have to accept that we will not please everyone.

Objectives

The purpose of the new system was to help improve access to care with these specific aims

1. To ensure that those patients who need to be seen by a doctor the same day would.
2. To be able to provide everyone with an appointment within two-weeks
3. To ensure that those who need to see a GP could, and those who could be treated by another healthcare would.
4. To ensure that all requests for a GP appointment are seen and triaged by one of our doctors

Not everyone who asks to see a GP needs to. It is important that we ensure that those who do can. To do this, some patients will be referred to see another qualified healthcare professional. This helps free up GP time for more doctor-oriented consultations.

Our Diversified Services

We remain committed to providing the best care for you to manage long term health problems whilst having access to health services when you need it. To assist us we have employed some additional roles to assist our doctors.

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.

Admin requests

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

What are your thoughts? Do you have any suggestions?

- Please email watermeadow@nhs.net
- 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

This has lots of useful information – is there anything else you think might be good to add? Let us know at watermeadow@nhs.net

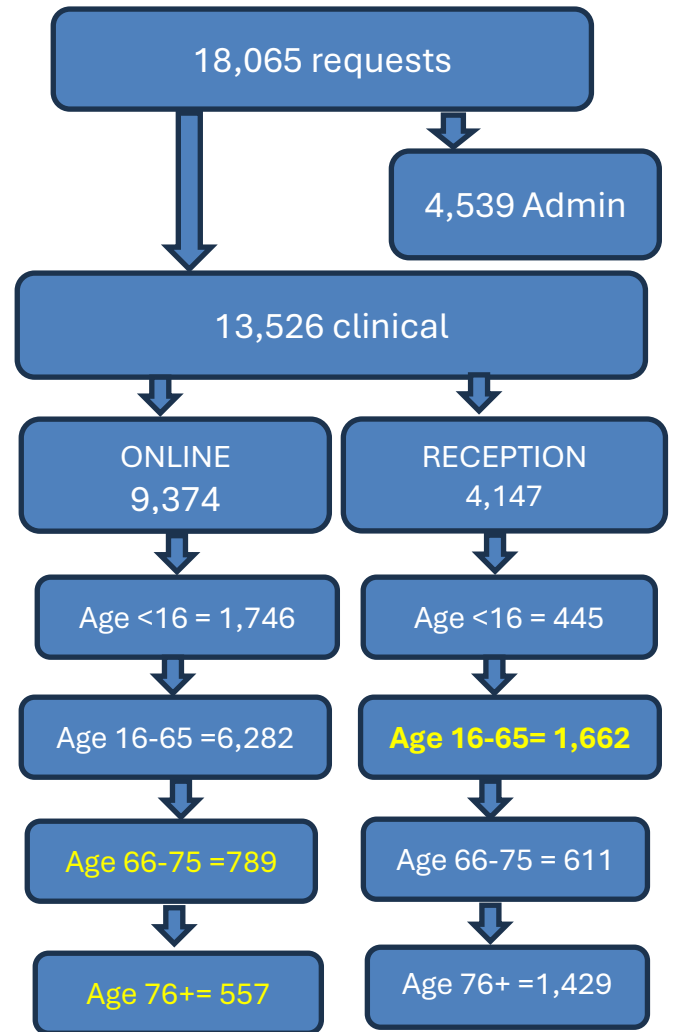
Did you know?

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

Temporary closure of option to pre-book

Due to increased demand as we head into winter, we have had to temporarily remove some of the options to be able to book directly online with a doctor. This has helped free up appointments for the duty doctor to be able to use. We hope to reinstate this once demand slows down next spring.

Who is using the new system?



Wow! 1,346 patients over 65 managed to fill out a form online, the oldest of which was 97



Whereas 1,662 younger 16-65 year olds registered their requests by contacting our reception team

Come on you youngsters, that's an awful lot of phone queuing. Lots of you must have access to online, either a smartphone, iPad or computer. Let's leave the phone lines for those who genuinely need it most.

However, if you genuinely don't have access to a smartphone or tablet or computer, or you just do not feel able (NOT can't be bothered), we are happy to help.