

Newsletter



Neston Medical Centre
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Our Telephone Appointments System

It is now a year since we introduced our telephone triage appointments system, in order to improve patient access to a GP. We discussed the implementation of the system with our Patient Participation Group (PPG) and have had their support throughout. We are delighted with the system and have had tremendous feedback from most patients who greatly appreciate the vastly improved access to a GP. (Although some do miss queuing outside in the rain at 8am!) Patients like the flexibility; we can contact them at pre-determined times and can see them before or after school or work. Our PPG Members have kindly agreed to answer any queries from patients and listed below are their contact details:-

Moira Andrews	modav1@hotmail.co.uk	366 3444
John Burnett	jburnett2@gmail.com	07717 433229
Pat Clare	alanpat.c@hotmail.co.uk	336 2606
John Gibbon	johnhgibbon@blackberry.orange.co.uk	336 1153
Derek Haylock	del1.haylock@hotmail.co.uk	07905 615571
Betty Smith	bettysmith36@hotmail.com	

How to Make the Best Use of the System

1. Don't queue outside at 8am unless you want to!
2. Don't restrict yourself to constantly ringing at 8am.
3. If you have a busy day, tell us when you would like us to contact you and use a mobile number if necessary. We don't want you waiting around all day for us to contact you.
4. When speaking to Reception, give us an idea of the problem, so the GPs can prioritise.
5. Don't forget we can normally fit round you if you need to come in.
6. If you want to come in, then tell the GP. Also if you feel that you cannot discuss the problem with the GP over the phone, then tell the GP. This system is not about keeping you out of the surgery but many problems can be dealt with and advice given over the phone.
7. If you don't want to be seen that day, just tell the GP and they'll arrange for you to come in on a different day. You can also still book ahead if necessary –just ask the GP.
8. Monday mornings are still very busy but they don't need to be. We have increased capacity throughout the whole week, so there is no need to ring first thing Monday morning unless it is urgent. →

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What **We** Like About the System

1. We deal with more patients each day; on average we have 50% more patient contacts per GP than we did previously. This decreases the risk of a sick patient having to wait several days to be seen.
2. There has been a decrease in the Did Not Attend(DNA) rates thus freeing up more appointment slots
3. The system is flexible. We can ring you or see you when you wish, fitting in with your requirements. We can see adults before or after work and children before or after school. We can ring teachers (or other workers) at lunchtime or after work.
4. The GPs are seeing the patients that really need to be seen.
5. No system is perfect but we believe that this system is a lot better than before and as pressures continue to increase on General Practice, we think this system will spread even further around the country, and initial national surveys indicate that A&E attendances are reduced

What **Patients** Like About the System

1. No more queuing outside at 8am
2. Not having to start ringing for an appointment at 8am; eventually getting through only to be told that all the appointments for that day had gone.
3. The elderly don't have to go out in bad weather if their problem can be dealt with over the phone.
4. You don't have to take time off work to see the doctor. You can be contacted at a convenient time or even on your mobile while out or at work.
5. You can discuss more routine health concerns over the phone without feeling you are wasting the doctor's time.

The objective of any change is to improve our service to patients. We are aware of the problems of some patients e.g. hard of hearing, and we adapt our service to meet the needs of such patients. We welcome your comments, both positive and negative, as they help us and the PPG to continually improve the services we provide to **ALL** our patients.

Other News

- Dr Sillitoe is leaving the Practice in March to take up a position nearer to his home in Chester. Good luck! We have appointed 2 part-time GPs to cover his sessions.
- Care.data extraction – you may have seen mentioned in the media the scheme to extract personal data held by GP Practices by the Health & Social Care Information Centre (HSCIC). Further information can be obtained from www.nhs.uk/caredata or on our website www.nestonmedicalcentre.co.uk where you can also find an opt-in/opt-out form we have designed. Alternatively pick up a form from reception.