



Welcome to our Spring **newsletter** which will hopefully be reaching lots of patients who haven't seen one before as we will leave in the waiting area also.

Welcome to the brand-new issue of our Practice Newsletter, which kicks off what will be a quarterly issue. You can subscribe to our newsletter at [www.bestwoodparkmedicalcentre.co.uk](http://www.bestwoodparkmedicalcentre.co.uk) and you will automatically receive a copy via email each time the latest issue is released.

### **PATIENT TRIAGE NEWS**

Patient Triage **We aim to live on Wednesday 8<sup>th</sup> May with our new online consultation service, Patient Triage.** This is a great way for you to contact our practice for non-urgent medical or admin requests. It involves completing an online form. It is accessible through the NHS App or by clicking the link at the top of our website.

Why have we done this? Traditional ways to contact your GP often meant that appointments were being allocated on a first come, first served basis, with long phone queues to get in touch with your surgery. This meant that vulnerable patients, or those who needed care sooner were missing out. By registering all requests through an online form, your surgery is able to prioritise and action requests quickly and fairly, ensuring that you get the right level of care at the right place and the right time. What happens if I don't have access to the internet? You can still telephone your surgery or visit in person. The receptionist will ask you questions about your request to fill out the online form on your behalf. The surgery team will then assess your request and will be back in touch with next steps. What happens once I submit my request? Your surgery will use the information you provided to ensure that you're given the most appropriate care. They may send you a text message containing a link to provide more information if needed. If an appointment is required, they may send you an appointment booking link via text message, or arrange this over the phone

### **MISSED APPOINTMENTS**

Missed Appointments **Between January 1<sup>st</sup> and March 31<sup>st</sup>** we had 200 missed appointments, which represents around 2000 hours of time. Demand for all our appointments remains consistently high and wasted appointments means other patients may wait longer for urgent or routine appointments. Any patient who misses an appointment may receive a letter reminding them that they must cancel appointments if they are unable to attend and any patient who fails to attend 3 booked appointments within a 12-month period may be removed from the practice list. If you need to cancel your appointment, please do so by following the link on your confirmation message, through the NHS App or via reception.

### **The Alice Medical centre Digital Did you know Alice has a website ?**

- Non-Urgent Queries We are now able to receive your non urgent queries via our website - requests such as extensions to med3's (sick notes), medical reports, GP letters, non-urgent medication queries and non-repeat medications.

Contact us and we will aim to respond within 2 working days.

**Pharmacy First Community pharmacies** can offer treatment for seven common conditions without patients needing to see a GP, as part of a major transformation in the way the NHS delivers care. Highly trained pharmacists at more than nine in ten pharmacies can now assess and treat patients for earache, impetigo, infected insect bites, shingles, sinusitis, sore throat, urinary tract infections (UTIs) for women aged 16-64 -without the need for a GP appointment. Available on the high-street, community pharmacy teams have the right clinical training to give people the health advice they need, with no appointment necessary and private consultations available. Community pharmacists will signpost patients to other local services where necessary. By expanding the services community pharmacies offer, the NHS is aiming to help free up GP appointments and give people more choice in how and where they access care. Don't wait for minor health concerns to get worse – think pharmacy first and get seen by your local pharmacy team. For more information, visit [nhs.uk/thinkpharmacyfirst](https://www.nhs.uk/thinkpharmacyfirst)

### **Staff New**

We have a regular Male Locum Gp that is in the surgery every other Friday for the foreseeable future.

We have also employed an Apprentice called Isobel she is currently working hard to gain her Business Admin Level 3 with Clinical Coding. WELCOME ISOBEL say hi if you see her on reception.

### **SAVE THE DATES**

**Staff Training the surgery will close at 12 midday on these days , this is to help our team get the update most training available for the Surgery.**

May 14<sup>th</sup>

June 4<sup>th</sup>

June 18<sup>th</sup>

23<sup>rd</sup> July

Hope the weather changes and hope you all are looking forward to some warmer days

**Helen and The Team at the Alice Medical centre**