



STAFFING UPDATE

We are delighted to announce that over the preceding 12 months, we have successfully recruited four new qualified General Practitioners (GPs). This recruitment has resulted in an additional 22 sessions per week, enhancing appointment availability.

Furthermore, we have expanded our Nursing team by recruiting an additional Practice Nurse and our Pharmacy team with two additional Pharmacists.

COVID-19

Eligible patients will receive an invitation via SMS, email or letter.

Housebound patients will be notified of their vaccination date by telephone.

Request to Patients

1. Please wait for your invitation via SMS, email or letter.
2. Upon receipt please only contact the team if you need to change your appointment or cannot use the SMS booking link.
3. Our preference is for email contact as this keeps the phone line free and is an efficient way to communicate. Our email address is woolpit.covid19queries@nhs.net.
4. If you need to phone our vaccine line the number is 01359 243941.
5. Throughout September, a member of the vaccine team will be available in Reception between the hours of 10:00 -12:00 Mondays and Fridays.
6. Finally, we ask you please to be patient, whichever way you contact us we will get back to you. There is no need to leave multiple messages, this only slows down our responses. Be reassured, we have plenty of vaccine and plenty of appointments.

We look forward to another successful vaccination season.



Not Every Patient Needs a GP...

Here at Woolpit Health Centre, we are proud of our multi-disciplinary team of specialised Healthcare Professionals which consists of:

- Medicine Management team
- Physio Therapists
- Social Prescriber
- Mental Health Practitioners
- Pharmacists

Our Pharmacy First service enables patients to use our Pharmacy for minor illnesses such as: UTI's, Insect bites, ear infections, Impetigo, Shingles, Sinusitis and Sore throats.

By seeing the most appropriate clinician, it will enable a more prompt encounter and this will also allow our GP's more availability for patients needing continuous care.

NHS Empowering Patients

The NHS App is a simple a secure way for patients to access a range of NHS services.

Where possible, we strongly encourage patient to use their NHS app as you can now access information and perform task that will free our phone lines.



**Download
the app**

WHY ECONSULT?

In June 2023 we made significant changes to our accessibility by encouraging you to submit an eConsult.

With the amount of information that is asked when completing the eConsult, it allows our team to better assess your needs whether that be a phone call, face-to-face, online appointment or administration request.

We triage your request in the following ways:

- **Urgent** - Assessed and dealt with on the day
- **Routine** - An appointment scheduled within two weeks with the most appropriate Healthcare Professional
- **Signposting** - To Self-care, Pharmacy First or Self Referral services

We appreciate that this system is not easily accessible for all our patients and our Care Navigators make maximum efforts to help and assist our patients by submitting on their behalf.

Due to recent feedback, we are in the process of looking for a solution that is a better experience for both patients and Healthcare Professionals.

Phone Systems

Our call back feature is now enabled - if you are caller number 6 or more in the queue, you will be given the option to receive a call back rather than wait on the phone. This feature will hold your position in the queue!