

Amersham Health Centre

Meeta Jobanputra, Practice Manager
Charlotte Prince, Senior Patient Co-Ordinator
7pm, Thursday 13 July – Barn Hall



Getting the best from the practice

Agenda ?

- Bullet points what we are covering ie.
- How long we are going to spend on each

The challenges facing the surgery

- How things have changed since Covid 19
- Historic number of patients calling for appointments daily / weekly / monthly
- Appointment numbers available daily / weekly / monthly
- Appointments were not given on medical need
- Our online booking system (Patient Access) – often 28 days in advance and no triage.
- GP directive – using online triage system mandatory

Our response

Introduce an online triage system to request appointment – benefit is no need to be triaged by a clinician at the surgery.

System based on patient needs rather than first come, first served.

Appointments (if required) offered within a 2-week period.



Ask First – the stats

Not going to solve every problem in the NHS – AHC biggest project this year to improve patient service

How many people have signed up – what percentage of people have used it.

How many patients have had an appointment

Age limit

Go through menu on home screen and tick which ones are active

Adaptable system – adding booking nurse appointments ie. NHS Health Checks

Unable to guarantee named GP

Work in progress....

Testimonials

How to access Ask First

Link directly from the new Amersham Health Centre Website – same login details

Insert link to downloading Ask First App:

<https://youtu.be/S9Av48wtnPE>

How to use Ask First

3 most common things patients are using Ask First for:

Requesting appointments

Repeated sick note request

Repeat prescriptions ??????

What you can't you use Ask First for?

Book any appointment.

Insert link updated link from You Tube on how to use the Symptom Checker (requesting appointments)

The Process

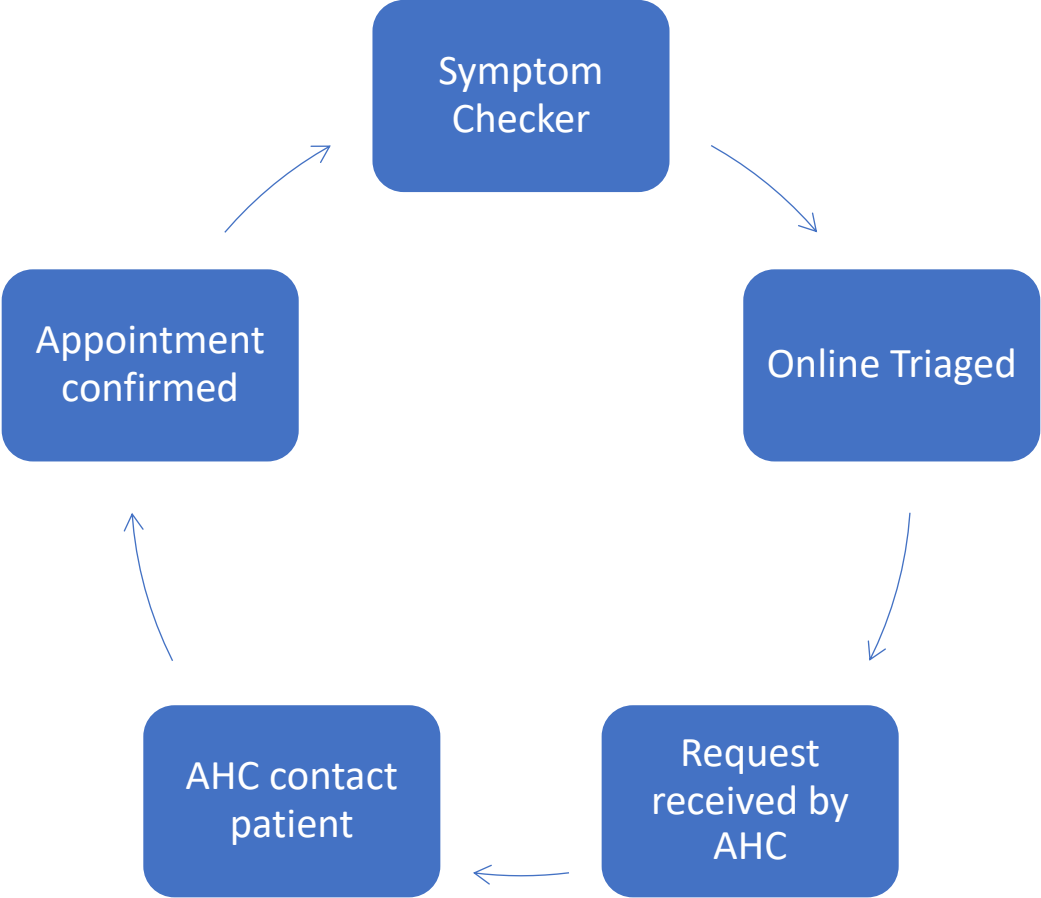
Once you have submitted your Ask First request, it will appear in our appointment diary with all the relevant information you have provided with a priority action against it. P1 – P4.

A member of our patient liaison team will then **contact you**.

Depending on the nature of the request, we will either book you for an appointment the same day, that week or within 2 weeks. This will be discussed with you at the time of the call.

Insert process flow chart

The Process



Meeting the Challenges

The Challenges

- No of people calling
- 28 day booking period
- No prioritisation

The Future

- No of people calling
- 2 week booking period
- Appointments prioritised

Technical Support

What are the main issues: i.e. creating an account.

Alternative Options

For those unable to use the systems provided previously, please utilise the options below:

Telephone System: We open the lines at **8.30am** which are answered in turn by the patient liaison team. Please pick from the following:

Option 1 for appointments.

Option 2 is for prescriptions queries. The line is open from 11am – 5pm.

Option 3 is for test results. The line is open from 10am-5pm.

Option 4 is for general admin queries.

Option 5 is for the Secretaries. Please be aware that the secretaries are unable to book any appointments so please do not use this option.

Alternative Options Cont'd

Deaf, hard of hearing patients and those who have difficulty using the phone and rely on email for contact should register with the surgery that you are hard of hearing or unable to use the phone system via admin.ahc@nhs.net. Your medical records will be updated. They may thereafter access the surgery by this email address for routine issues including appointment requests or general queries, remembering to include in your subject heading / content that you are hard of hearing / unable to use the phone system.

Testimonials

Top 3 Questions