

## Practice

# New Appointment System



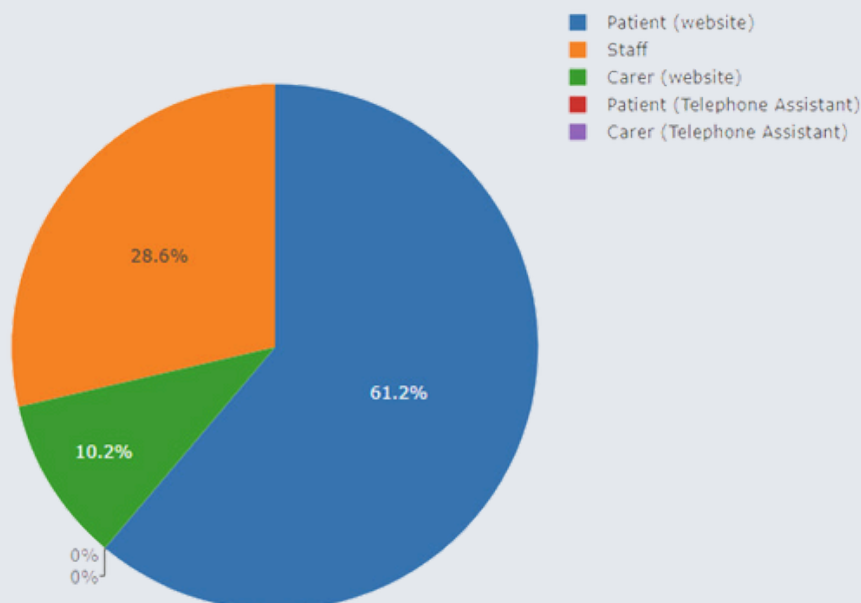
On 2 September the Practice began using a Digital Triage solution for appointment booking. We decided to make a change as the feedback on making an appointment from patients was overwhelmingly negative, due to the long wait times on the phone to speak to a member of the team.

On most Monday mornings, there were more than 90 people waiting in our phone queue and it could take at least an hour of waiting in that queue to speak to a member of staff.

Since introducing Patches, our phone queue is rarely longer than 20 people and calls are answered more quickly.

People who are able to request an appointment by completing an online form are freeing up the phone for patients who would rather speak to a receptionist.

Since 2 September, nearly 30% of acute appointments have been booked by staff over the phone, so we are satisfied that patients who are not happy to use a Digital tool are able to access our services.



One of the biggest changes that we have made is to release appointments throughout the day. Again, feedback from patients told us that not everyone is able to contact the Practice at 8.30am in the morning. Appointments are now made available at 8.30am, 12pm and 3pm. Feedback since the change has been positive and we will continue to monitor things over the coming months.

Every patient who submits a Patches is asked to leave feedback. Below are some of the issues that have been raised and our reply:

### **Why do I only have 30 minutes to complete the form, I need longer?**

If you need more time, you are probably trying to add too much information. We are looking for enough information to direct you to the right member of our team, or the right service to manage your current health problem. You do not need to include all of the information that you want to tell a clinician. You will be offered an appointment if appropriate, so will have time to explain everything at that time.

### **Why can't I request my regular medication through Patches?**

A medication request via Patches is just like sending an email. It would let patients request medication that was not due yet and would increase the risk that an admin member of staff might make a mistake, as it is not linked to your health record. Requests made by using the NHS App or Patient Access link directly with your electronic health record. The request drops straight into your named GPs workflow. This means that no admin staff are needed to process the request, speeding up the wait time for patients. It also means that patients can only request the exact medication they have been prescribed, reducing errors. We hope that Patches might improve this area of their service in the future, but for now, please continue to use the NHS App, Patient Access or drop in a paper request.

### **You need to keep Patches on 24 hours a day.**

Brunel Medical Practice has a finite amount of resources and appointments each day. We cannot allow an unlimited number of appointments requests to be submitted each day, as this would not be safe. All Patches requests are reviewed by a clinician on the day that they are sent in by a patient. This means that any urgent health needs are addressed without delay. We would not want to have long waiting times for Patches to be reviewed, as we feel that an urgent health problem might be missed. The Practice has set opening times, and we cannot undertake work when we are closed, for obvious reasons.

### **Unexpected Outcomes**

We have found a large increase in the number of men contacting the Practice through Patches about urinary or genital problems. The increase has been significant and shows that for some health problems, patients would rather complete an online form rather than discuss the issue with a member of the reception team. A teenage patient had been living with a health problem for 4 years and felt the courage to contact us because of the new system. We are sure that there will be other benefits that we have not yet spotted.

### **Interesting Data**

Since the system went live, patients have submitted 4816 Patches.

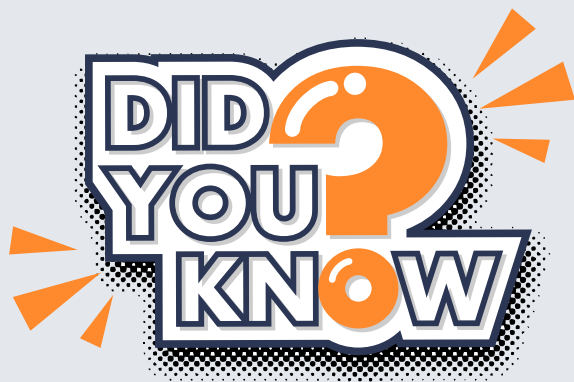
1762 were about a new health problem.

2075 were about an ongoing health problem.

498 were about an admin issue.

3007 and were submitted online.

1408 were submitted by speaking to a member of staff.

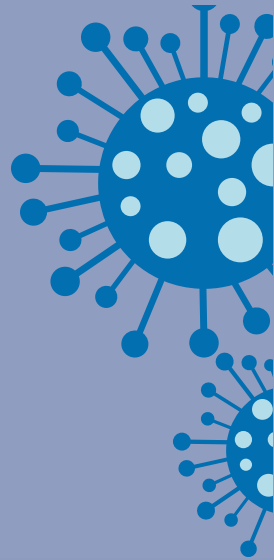


We welcome all feedback on our new appointment system. If you have feedback you would like to give please email [d-icb.brunelpatientfeedback@nhs.net](mailto:d-icb.brunelpatientfeedback@nhs.net)

# Get Vaccinated this winter

## COVID-19 VACCINATIONS

Protecting ourselves against Covid-19 is still very important, especially as we enter the winter months. If you are eligible for the vaccination this winter, you will be invited to attend the ERC clinic as before.



## FLU VACCINATIONS

As we do every year, we will be offering Flu vaccinations during our own clinics. For those who are eligible, we have already reserved your vaccination and will be inviting you to book in to one of our clinics shortly to ensure you are protected this winter.

## JOINT COVID-19 AND FLU CLINICS

New for this year, if you are invited for your COVID-19 vaccine at the ERC there will be the option to have your flu vaccination during this clinic. These vaccines can be safely administered together, and prevent you from having to attend two separate clinics. Both vaccinations done in one sitting!



## RSV VACCINATION

A new national respiratory vaccination has been introduced for this year to protect against seasonal respiratory syncytial virus. The rollout, which will start from 1 September 2024 in England, includes a vaccine for pregnant women over 28 weeks to help protect their new born babies, a routine programme for those over 75 and a one-off campaign for people aged 75 to 79. These are the groups at the greatest risk from RSV, based on advice from the Joint Committee on Vaccination and Immunisation (JCVI). We will be holding vaccination clinics here at the surgery and will invite those who are eligible in the coming months.



# Friends and Family Feedback

At Brunel we value your feedback.

Help Improve the Service We Offer to All Patients by Completing the Friends and Family Test Survey

Should you have any suggestions to improve how the Practice operates or manages its services, please complete a Friends and Family Test feedback form which can be found on our website.



**HELP US IMPROVE!**

TELL US WHAT YOU THINK

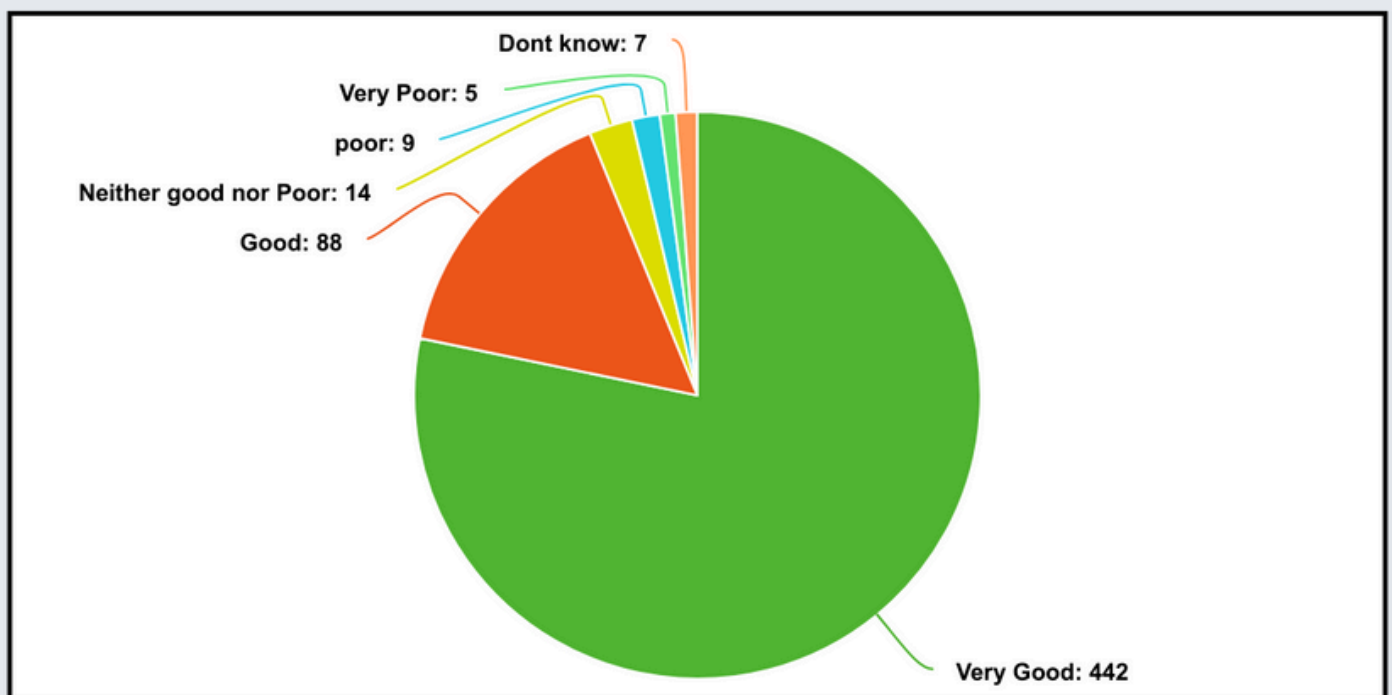


Efficient service, appointment on time, Pod very useful.  
The reception team couldn't be nicer or more helpful  
Thank you.



In September, 94% of patients rated their overall experience of the Practice as either Very Good or Good, with only 2.5% of patients rating the overall service of the practice as Poor or Very Poor. Many patients commented on the service we provide to our patients, the new system we have implemented and how they find the care provided.

September Feedback



Very Good   Good   Neither good nor Poor   poor   Very Poor  
Dont know