

St James & Orchard Medical Centre

NEWSLETTER

May 2024

Introducing Patient Triage (Accurx): Building work update:

Following patient and staff feedback we have made the decision to move to a different online consultation tool - Patient Triage (Accurx) as of 13th May 2024.

In order to request a GP appointment, we are asking all patients, where possible, to submit an online request form.

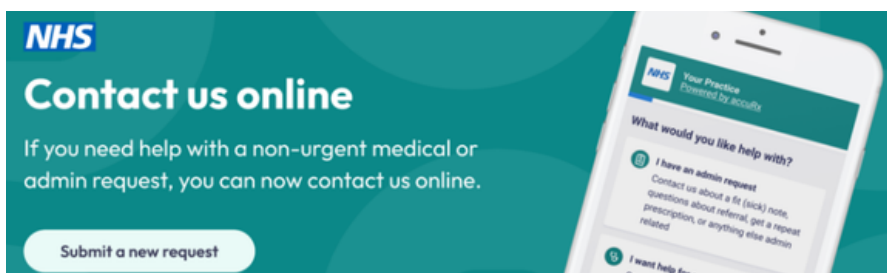
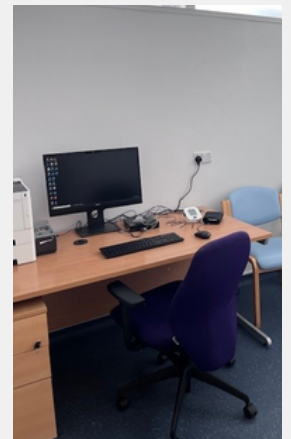
It is a quick and convenient way of contacting the practice without having to wait in a telephone queue to speak to a PSA (Patient Services Assistant). You will receive a response within two working days.

Patient Triage is available Monday to Friday 8.30 am - 17:00 pm.

Alternatively, you can telephone us on 01823 285400. Our PSA team will also be using this new system to submit a request on your behalf.

All requests will be reviewed by the GP triage team and signposted to the most appropriate person or resource.

We would like to thank all our patients for their support and understanding during the building works that have been taking place in the practice. We now have two additional consulting rooms, a new accessible toilet, store cupboard and admin room. Building works are due to finish shortly.



Practice Website



Facebook



Why does the receptionist need to ask what is wrong with me?

- A receptionist connects the patient with the most appropriate service for their needs
- It may be more appropriate to see a different clinician
- The GPs have asked reception staff to ask certain questions when booking to help the smooth running of our clinics.
- It is important to ensure you see the most appropriate clinician.

This can help us save a GP appointment for you when you really need it.



Did you know 62% of patients have registered for the NHS APP

Why not give it a go and download the NHS App today.

HM Government **NHS**

Found in **33.6 million** pockets across England

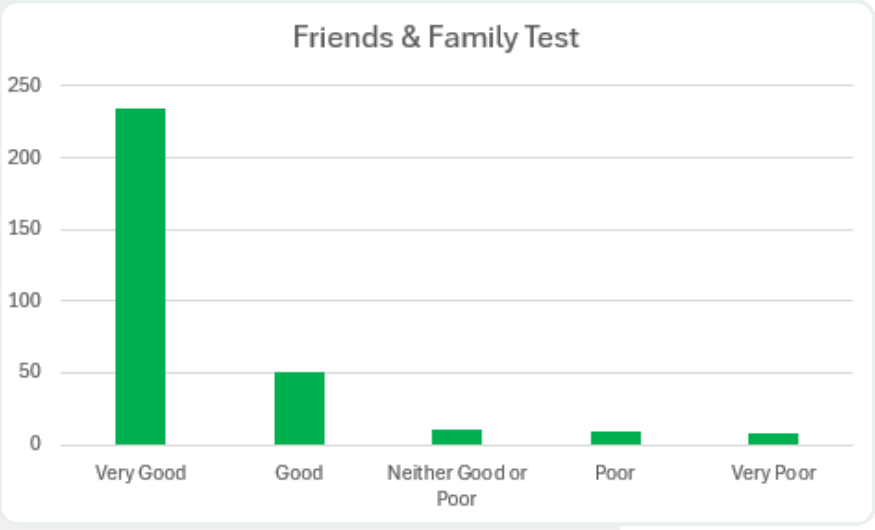
Download on the **App Store**

GET IT ON **Google Play**

To download the app, scan the QR code above or search 'NHS App' on the App Store or Google Play.



Our Month in Numbers



The practice continually welcomes feedback and any suggestions to help improve our services. Have your say via our website, or alternatively why not leave us a Google Review.

F&F Test



Google Review

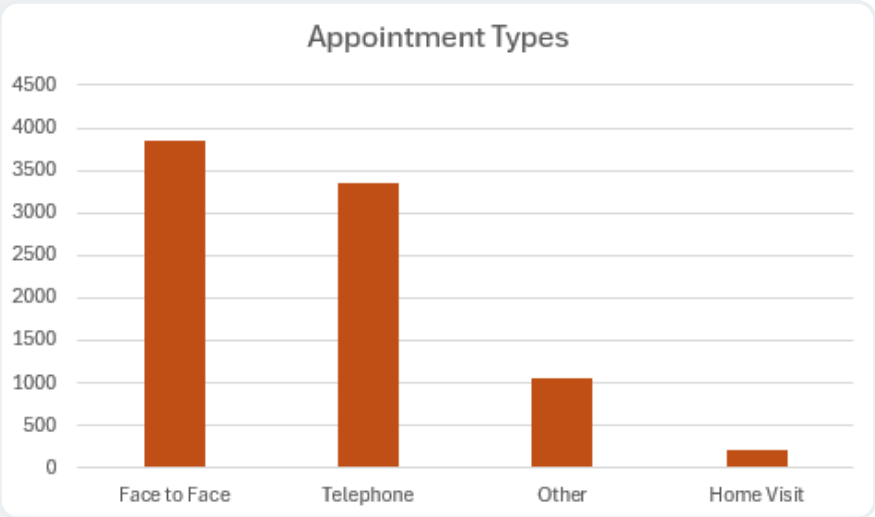


If you need help with a non-urgent medical or admin request you can contact us online. Since moving online consultation tool providers, two weeks ago, we have had 830 patient requests submitted online. Why not give it a go and beat the telephone queues.

Contact your GP online

Get in touch with your GP online for a quick, easy way to get the help you need.

- Send a request into your GP practice
- Your GP works out how best to help
- You will be contacted soon




During April 8463 appointments were booked of which 252 were DNA'd (Did Not Attend). If you need to cancel your appointment please do so at the earliest opportunity. You can do this via the NHS App. You can also cancel your appointment by calling the surgery on 01823 285400.



NHS

Less than half of people in England are aware that physical activity can reduce symptoms of anxiety



Better Health every mind matters

NHS

Whooping cough cases are rising

Babies are at greatest risk as they are too young to start their vaccinations

Book your vaccine through your GP surgery or local maternity service




GetUBetter

For MSK injuries and conditions



ACES

For new eye problems and minor injuries



HANDi-APP

For helping with unwell children



MIND

Somerset mental health hub and helpline



Stay Alive

Suicide prevention app



Talking Therapies

For mental health support



PATIENT TRIAGE

Contact the surgery online

St James Medical Centre

Coal Orchard
Taunton
Somerset
TA1 1JP

Main Telephone: 01823 285400
Prescriptions: 01823 285401

Website:
www.stjamesmedicalcentre.co.uk

All calls are recorded for training and monitoring purposes

PPG Group

Our patient participation group now runs digitally.

Join our PPG on Facebook using the QR code below



Orchard Medical Centre

Morse Road
Norton Fitzwarren
Taunton
TA2 6DG

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