

# surgery notes

NUMBER 47 SPRING 2025

## Why have we changed to SystmConnect?

We have listened to your feedback and have selected a new online consultation system that has been proven to work well in many GP practices around the country. GP practices are experiencing significant strain with increasing demand. Ensuring that patients are seen by the appropriate clinician in the right place and the right time means that patient care and experience is improved, and it reduces pressure on GP practices, allowing GPs to spend their time where it is needed the most. The idea behind a total digital triage is also to avoid the “8am rush” that has become a problem for many. This approach is supported by NHS England who have advised that GP surgeries consider this approach in future.

You do not need an account to use the system, just go to our website Fakenham Medical Practice <https://www.fakenham-medical-practice.nhs.uk> and from the main page select – Contact us online – New Request.

SystmConnect allows you to submit requests for a variety of medical and administrative queries including to request an appointment, ask for test results, and ask about your medication. We aim to respond to all queries the same day, but



*Our New Online Consultation System*

some routine queries may take us a few days. Please do not call the practice if you have submitted a form as this adds to the queues for the phones and delays us from replying to your form.

The forms are available from 7am to 6pm Monday to Friday and in the evening and weekends for Medication and admin requests.

On some days, demand for a GP appointment far outweighs the safe capacity we can provide. On these days, we may have to turn SystmConnect off early because we are full. If you have an emergency in these situations, please call the reception team who will be happy to help.

If you are unable to access the internet or don’t feel confident using it, our Patient Coordinator team are always happy to help and can complete the form on your behalf.

Your request will be triaged by the triage team, you will be directed to the most appropriate clinician or service including Pharmacy First, First Contact





Chat with  
**Bridget**



Physio, Social Prescriber, or the urgent eye care centre.

Bridget is our new digital assistant; she will help direct you to the right service. Bridget will work in harmony

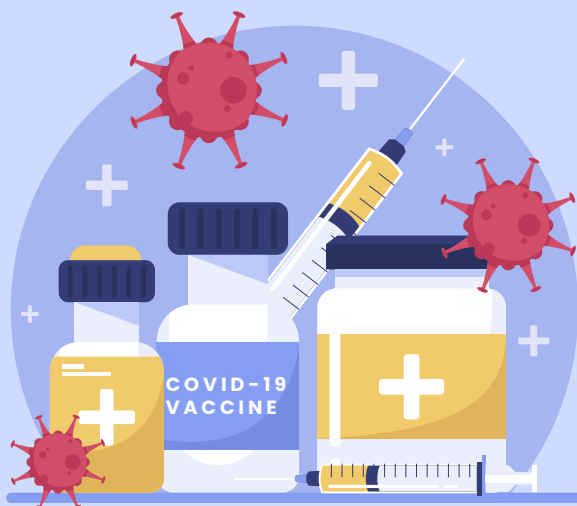
with SystmConnect helping you to save time and go to the right place first time. Bridget can assist with getting advice, booking an appointment, and requesting medication. Bridget will not deal with medical queries.

Bridget is on our website and will even link with your smartphone when you call the practice making contacting the practice even easier.

# COVID Spring Campaign

Our covid spring campaign for the over 75's starts from the 1st April and we'll be sending out invitations from w/c 10th March 2025. Once booking starts, our booking line will be open from 10am to 12noon daily. Please call the practice

to book your appointment on **01328 850308** and please note we are unable to book appointments at any other times. If you ring outside of these hours, you will be asked to call back at the publicised times.



# Appointments Offered

October to December 2024 (Quarter 4)

28,170 appointments filled  
23,418 were face to face  
4,752 were via telephone



## Wasted Appointments

October to December 2024 (Quarter 4)

1,196 DNAs (Did Not Attend), an increase of 287 on the previous quarter.

Each of these appointments costs the NHS £43! This equates to £51,428, an increase of £12,341 on the previous quarter, which could be used to employ more staff for the surgery to benefit all patients. We are sending reminder texts to patients 24hrs before appointments, this also gives you the option to cancel if you are unable to attend. Thank you to those that did attend or cancelled their appointment.

## Departure of CEO

Dear Patients,

It is with mixed emotions that I announce my resignation as CEO here at FMP. After 7 years, I am taking up a new role as the Chief Information Officer for Norfolk and Cambridge Community Services.

It has been an honour to serve you all and work alongside such dedicated professionals here at FMP. Together, we have made great strides in providing quality care, and I am deeply proud of all that the practice has accomplished, including keeping the practice open through the pandemic and the innovations we have introduced to provide an excellent service.

I would like to express my gratitude for the trust you've placed in us. You will always be at the heart of what we do, and I am confident that the team, and my successor, will continue to uphold our commitment to your health and wellbeing.

Sincerely,

Sarah Buchan



# Our New Practice Manager

Hello everyone,

I wanted to introduce myself. My name is Linda Kelly and I'm your Practice Manager. I moved to North Norfolk a month ago and I am very excited to be part of the team here at FMP.

I have worked in Primary Care for the past 25 years in Cambridgeshire, latterly as Practice Manager in a central Cambridge practice.

I am looking forward to coastal walks and visiting the amazing local shops and restaurants.



## The Patient Participation Group

The Patient Participation Group (PPG) is there for you if you'd like to make a suggestion about the services provided by the Practice. [ppgteamfakenham@gmail.com](mailto:ppgteamfakenham@gmail.com)  
We encourage you to contact us online wherever possible.

**Fakenham Medical Practice**  
Reception 01328 851321

**Norfolk County Council**  
**Social Services**  
0344 800 8020

Fakenham Medical Practice  
Website  
[www.fakenham-medical-practice.nhs.uk](http://www.fakenham-medical-practice.nhs.uk)

***YOU SAID, WE DID!***

### What you said...

Your online system is hard to use and asked too many questions

We find accessing the surgery difficult

The wait on the phone is too long

I'm not sure where to go for my appointment

Your notice boards are too busy and are a mess

### What we did...

We have changed the online system to SystmConnect which has shorter questions and account is not needed

We have introduced an online assistant to help you navigate our service.

When you call the practice you can now request a call back to save you waiting on the phone.

A new board in the reception foyer list all of the outside clinics and their locations.

Notice boards have been refreshed and new boards introduced

