

# **Update on Our New Appointment And Contact System**



Our new appointment and contact system went live on Wednesday, 8th January. Now that we're in week three, we'd like to share some key data and useful information with you.

#### **How Many Requests Have We Handled?**

Since launch, we have processed 6,538 patient requests, including:

- 2,823 for new health problems
- 2,123 for ongoing health problems
- 458 nurse appointment requests
- 302 medication queries
- Other contacts for fit notes, admin requests, referral queries, appointment changes, test results, or healthcare professionals

#### **How Are Patients Contacting Us?**

- 87% of contacts were made using the online form via our website
- 13% were completed via telephone or in person with our reception team

#### Why Use the Online Form?

Every request must be submitted using a form—it's much quicker if you can complete it online yourself or with help from a family member or friend. If you are unable to do so, our reception team can assist over the phone or at the reception desk, but everyone follows the same process.

#### To make things easier:

- Tablets are available at each site for patients to submit their requests—just ask at reception!
- If you call us, our phone system can send you a direct link to complete the form online—just select that option.
- You can submit forms on behalf of children or those you care for.

#### **What Happens Next?**

All requests are reviewed by our clinical triage team, supported by two triage coordinators. If we need additional information or if a request is submitted incorrectly, we'll contact you with further instructions.

## Patient Newsletter

Our monthly newsletter keeps you up to date with what is happening here at Westongrove, and raises awareness of current health and wellbeing issues.

### **Opening Hours**

In accordance with NHS England's Enhanced Access standards, our doors are open 08:00-18:30, with phone lines available 08:00-13:00 and 14.00 – 18:30.

We also offer appointments in extended hours up to 8pm on week days and Saturday mornings 8am – 12noon.

#### Find out more:

- westongrove.co.uk
- @westongrovepartnership

#### When is the Form Available?

- The online form is open from 7:30
  AM 4:00 PM, Monday to Friday.
- It may be paused at other times due to clinical capacity.

Thank you for your support as we continue to improve our service!





We value your feedback

#### We've Gone Bronze with Green Impact for Health!

We're excited to share some fantastic news-our practice has achieved Bronze status with Green Impact for Health!

This milestone reflects our commitment to becoming a more environmentally friendly practice. This achievement is thanks to the hard work and dedication of our Green Team, who have been working tirelessly to make our practice greener and more sustainable.

#### To earn Bronze status, we have:

• Held regular meetings to discuss improvements, share ideas, and encourage greener workplace practices.

- Optimised our digital footprint to reduce unnecessary resource use.
- Become a **Safe Surgery** practice, ensuring those without ID or proof of address can still register for a GP, helping to reduce health inequities.
- Reviewed our lighting system, replacing bulbs with lowerwattage alternatives where possible and encouraging staff to switch off lights when not in
- Installed instant water boilers in kitchen areas-these use less energy than regular kettles!

Green Impact

#### **BRONZE AWARD**

- Welcomed and supported **breastfeeding**, providing quiet spaces for feeding and baby changing.
- Promoted physical activity for both patients and staff through our Health & Wellbeing Coach.
- Switched to recycled paper for printing and photocopying and ensured all used printer and toner cartridges are recycled.

#### What's Next?

Our next goal is Silver status, and we're already planning further steps to make our practice even more eco-friendly.

#### **Feedback Survey For Pharmaceutical Services**

Buckinghamshire Health and Wellbeing Board would appreciate your feedback on accessing pharmaceutical services.

Please spend 5-10 minutes on their survey to help shape local pharmacy services and future decisions. Deadline: 16th February.

https://yourvoicebucks.citizens pace.com/public-health/yourlocal-pharmacies/ to complete the survey.

#### **New Phone System Stats**

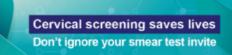


After launching on December 11th, we handled 6,381 calls, with an average call time of 2 minutes and 39 seconds in the rest of December alone!

Our callback service proved popular, with 1,243 successful callbacks, allowing callers to carry on with their day.

Meanwhile, 7,473 callers queued, with an average wait time of 6 minutes and 56 seconds.

### **Cervical** Screening **Awareness**



Each year, more than 3,200 women of all ages are diagnosed with cervical cancer in the UK. Cervical screening helps prevent cancer, starting with a smear test. If you're worried about the test, Macmillan offers resources to guide and support you at macmillan.org.uk - search overcoming smear fear

#### **Memory Information** Sessions 2025

Free sessions about your memory and how it works with tips and coping strategies to help with independence and signposting to useful services.

#### Thursday 6 February:

Hughenden Garden Village, Hughenden Blvd, High Wycombe, HP13 5GD

#### Tuesday 11 March:

Beaconsfield Heights Care Home, 30-34 Station Road, Beaconsfield, Bucks, HP9 1AB

Places are limited and booking is required.

#### Contact

bucks.memorysupport@nhs.net or call 01296 718956 for further details, directions/parking and to register.





