

Grove House Practice

Patient Newsletter : Summer 2010 (v2)

APPOINTMENTS MADE EASY!

We've made big changes to better meet your needs!

From 11th August you should notice a big difference when you book an appointment here with your GP and this Newsletter is dedicated to providing all the details.

Thank you to all of you who completed a recent patient survey into your views about our appointment system. The results are shown in the column to the right of this article.

In order to address the issues you have raised, we introduced a new appointments system on 11 August. This new system includes:

- on-line GP appointment booking
- more GP appointments that can be booked in advance
- more early morning, late evening and Saturday morning appointments
- more GP telephone appointments booked at specific time slots
- a same day appointment for any child under 10years old with an urgent need for medical advice/treatment
- a better way of triaging any urgent requests for advice/medication that can't be met with a routine GP appointment

With all these new options, our Receptionists are all trained to be able to signpost you to the most effective way of dealing with whatever request/issue you have and you need to be aware that they may need to ask you a few relevant questions in order to do this.

You no longer need to call at 8:30am to get your appointment and can now pre-book a GP appointment up to 2 weeks in advance.

JACKY SLATOR
Business Manager

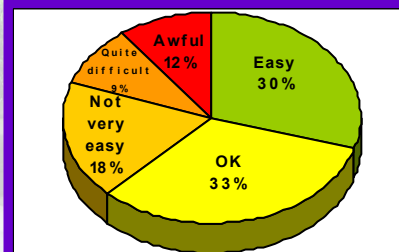
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Survey Results

Over the 2 weeks starting 5th July 2010, we received 249 completed survey returns.

We asked how easy it had been to book your GP appointment that day and you replied:



In addition 27% of you are unaware that you can already book a telephone appointment with your GP, 17% didn't know that you can book to see a GP here on most Saturday mornings and 21% are unaware that you can book to see a GP up to 7:30pm on most Thursday evenings.

We also asked for the one thing that we could change to help improve our appointment service to you personally. The majority of replies cited the 08:30 bottleneck on the phones and asked us to ensure that when you do get through to us, there are still GP appointments available to book.....message received and understood!

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Scores on the Doors

Grove House currently has just under **11,000** patients registered here.

With this new system, we will have an average of **500** routine face-to-face GP appointments and **100** routine telephone GP appointments available each week.

ALL THESE APPOINTMENTS WILL BE AVAILABLE TO BOOK IN ADVANCE

In addition, some appointments will be available for urgent medical issues that need to be dealt with the same day.

*****NEW***** Internet Appointment Booking



Available NOW!

Allowing you to book (and cancel) your GP appointments on-line. A web-service registration is required and you can do this quickly and easily either at Reception or via our website (see below for website address)

GP Telephone Appointments



You do not always need to SEE the GP for them to help you and we now take bookings for GP telephone consultations, too. Of course, not everything can be handled by the GP over the telephone. If you have a rash, for example, the GP is unlikely to be able to diagnose over the phone and would need to see you. However, the following symptoms/issues can usually be dealt with over the phone:

- Minor ailments
- Results for blood tests, X-rays, ultrasounds
- Continuation of sick notes (as previously agreed with GP)
- Medication queries
- Follow-ups as a result of a previous GP appointment

How Reception can help you



Our Receptionists are all trained by our doctors to signpost you to the best and quickest way to help you. With so many options available, this may not always need to be an appointment.

In order to do this efficiently, the doctors ask our Receptionists to find out a little more about your symptoms or condition, so please give as much relevant information as you can.



Triage = In World War 1, this was a term adopted for the sorting of wounded soldiers into 3 groups according to the severity of their injuries. Today, we use it to help prioritise patients for urgent appointments, based on their need for urgent medical intervention compared to their chance of benefitting from such care.

How to Contact Us

Appointments + enquiries: Tel: 566561

Appointment cancellations: Tel: 842577

Fax: Tel: 590212

Website: www.grovehouse.co.uk

Address: St Paul's Health Centre, High St, Runcorn, Cheshire WA7 1AB

If you need urgent medical advice or treatment while we are closed, please call our out-of-hours service on 0845 6710270

*****NEW***** Special provisions for children under 10 years old



If you have a child under 10 years old whom you feel needs to be seen today, please call the surgery and explain the child's condition to the Receptionist. If a routine appointment is free, she will offer that to you. But if there are no routine appointments available, she will pass on any information you have provided about your child's condition to the GP. The GP will then triage all such urgent requests and may either call you or ask Reception to make an appointment for your child later during the day. Either way, if the GP feels it is needed, your child will be seen the same day.