



SPRING 2016

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## Colwall Surgery

### Our Appointment System Explained in a Nutshell!

Since July 2015, we have changed the way patients can make an emergency appointment to see a GP. We did this because patients were experiencing difficulty in making an appointment to see the GP. Often, this was because patients were not using the appointment system correctly and using emergency appointments for routine care and ongoing problems. As a consequence, patients who required an urgent appointment were not being seen by the GP as appointments were being filled very quickly. Following a survey about the new system, we have listened to your feedback & understand the change has caused some confusion. So, let us try to explain our appointment system to you.

We have TWO categories of appointments.

For each category you can see a GP in the surgery

OR

Speak to a GP on the telephone

### Routine Appointments

These appointments can be booked in advance by: telephone; visiting the surgery; booking online using Patient Access. We endeavour to book an appointment with the *GP OF YOUR CHOICE*, but this may not always be possible.

These appointments are for: ongoing medical problems where the GP reviews a patient; non-urgent issues; routine problems. You can book an appointment to SEE the GP or book a TELEPHONE appointment to talk to the GP on the phone.

Booking appointments online using Patient Access (now called Patient Facing Services) is very easy & particularly useful for people who work.

### Emergency Appointments

These appointments are for people who need to see a GP urgently & require immediate treatment. As above, you can book an appointment to SEE the GP or book a TELEPHONE appointment to talk to the GP on the phone.

If you want to SEE the GP, you will be added to the GP Telephone Triage list. This system was introduced in July 2015 and has been very successful. So, if you feel the appointment is urgent for the same day, please do the following:

1. Telephone the surgery at 8.30am for a GP Telephone Triage appointment.
2. Please give the receptionist a brief reason why you need to speak to / see the GP that day (they are authorised by the GPs to ask for some details about your problem as this helps the GP when they ring you back).
3. The GP will then call you back and discuss the problem. It is important that you stay near to the telephone at this point. The GP will only attempt once to ring you because they are very busy.
4. If the GP needs to see you in surgery, they will give you a time to come in.
5. The GP may be able to resolve your problem over the telephone, in which case, you will not need to come into the surgery.

Of course, if your problem is genuinely urgent, the GP will endeavour to speak to you on the telephone or see you the same day.

Thank you for all your helpful comments (including the negative ones). We always strive to deliver an outstanding service to the patients of Colwall Surgery. We hope this helps clarify how to make an appointment to see the GP.

## Hello's and Goodbye's

In April, Dr Gillian Flowers, our new GP joined the Practice. Dr Flowers will be working every Wednesday morning. In coming to work for us, Dr Flowers left her previous role where she was the GP covering Malvern Community Hospital.

We said goodbye to one of our receptionist Jeremy Morgan who left at the beginning of March after being with the surgery for 3 years. He has taken up an IT post in Hereford.

We would like to welcome our new receptionist Jessica Mead

## From 1st April 2016 Patient Access is changing to Patient Facing Service (PFS)

If you are already registered for the Patient Access service then you will continue to be able to order your repeat prescripts online and book online GP appointments. In addition to this you will be able to view your medical records online.

There are also daily GP appointments which are available only through PFS. These appointments are available on a rolling weekly basis i.e. if you go online and no appointments are showing available for the following week, then the next appointments will be released after 9am the following day.

Should you wish to be signed up for the new Patient Facing Service then you will need to come into the surgery, with proof of ID i.e. Photo Driving Licence. The receptionist can then print off your personal passwords so that you can register online.



Taurus Healthcare

## Want to see a GP for a routine or urgent appointment in the evening or at the weekend?...

We are able to offer patients this service with Taurus Healthcare Ltd which is a GP Federation set up by the GP's of Herefordshire to provide additional medical services to patients & have access to your medical record. Taurus were successful with their bid for the Prime Minister's Challenge Fund and there are now 3 Primary Care Hubs open in the County that provide GP, Practice Nursing & Healthcare Assistant services to all Herefordshire patients during evening and weekends.

This means that all Herefordshire patients will have access to a Primary Care Service offering both GP and Nurse appointments 6pm and 8pm weekdays and 8am to 8pm weekends.

The hub locations are in Ross-on-Wye, Leominster and Hereford. The Hereford Hub is open between 6pm and 8pm on weekdays and 8am to 8pm on weekends, Ross-on-Wye Hub is open weekends from 10am-2pm and Leominster Hub is open weekends 10am-2pm. To book an appointment at any of the hubs you can either contact the surgery in the normal way and we can book an appointment for you (between 8am & 6pm Mon-Fri) or alternatively you can call NHS 111 by phoning 111 and ask for the Taurus appointment line.

**Do you feel stressed, anxious or depressed? *Let's Talk*** can help you  
***You are not alone:*** stress, anxiety, or depression are some of the most common problems that affect thousands of people every day. We all go through difficult times but these can sometimes begin to affect our daily life - from time to time everyone needs to talk. ***Let's Talk*** is an Improving Access to Psychological Therapy service (IAPT). It is free, and is provided by your local NHS; it offers information, guidance and therapy during times when you feel stressed, anxious or depressed.

It is important to recognise early signs that you are not yourself so, whether you experience difficulties yourself or when supporting someone else, ***Let's Talk*** is your first step to getting help.

***Let's Talk*** works in three ways - website - telephone - courses

**website:** <http://www.talk2gether.nhs.uk/> **Guided Self Help Or**

**telephone 0800 073 2200** between 9:00am and 5:00pm Monday to Friday; a

***Let's Talk*** counsellor will talk through your difficulties with you (maybe through one or two telephone conversations) and together you can decide the best next step. Or

**Courses** are available at a college, or on your home computer; you can also attend one of their emotional wellbeing courses. Information when and where these courses are held is on the website –

or phone the ***Let's Talk*** number above.

**Continued Assessment** If you are continuing to struggle, ***Let's Talk*** will discuss additional ways to help.

The first step is to know what help is available.

***Whatever your journey, you will discover ways of coping – now and in the future.***

**DID YOU KNOW ?.....**that during the months of March and April 2016 we had **46** missed appointments!

We had a total of **14** missed GP appointments which is equivalent to **2hrs and 20 minutes** of wasted GP time and we had a total of **32** missed nurse appointments which is equivalent to **5hrs and 20minutes** of wasted Nurse time.

That's **7hrs and 40 minutes in total** of GP and Nurse time that was wasted on patients who didn't arrive for their appointment. If you cannot attend your appointment, please let us know. Someone else could then use that time.

We have done a comparison to the same period last year and we had an incredible **85** missed appointments, with **35** missed GP appointments and **50** missed Nurse appointments. We feel that the reduction in missed appointments is attributed to the introduction of the GP Telephone Triage system.

### Integrated Care Practitioners

Herefordshire CCG & Taurus Healthcare Ltd have introduced a new pilot service which will place Integrated Care Practitioners (ICP's) into Primary Care.

The ICP's will help to ensure that patients over the age of 65 who are not under the care of anyone else such as District Nurses are successfully discharged from hospital with all their needs catered for and any necessary support put in place.

The ICP's will work closely with the patient, GP practice Staff, hospital staff, social services and any other agencies which may be required to successfully discharge a patient back to their usual place of residence, or to appropriate alternative accommodation. The ICP now based at Colwall Surgery is Jayne Davies-Morris.

### QUICK CONTACT GUIDE

<b>Colwall Surgery:</b>	01684 540323
<b>NHS 111 (Out of Hours):</b>	111
<b>Taurus Healthcare:</b>	01684 540323 or 111
<b>District Nurses Team:</b>	01531 637610
<b>Minor Injuries Unit (MIU)</b>	
Ledbury:	01531 632488
Malvern:	01684 612619
<b>Walk-in-Centre</b>	
Hereford (Asda):	0330 123 9309
<b>Hospitals:</b>	
Alexandra Hospital Redditch:	01527 503030
Gloucester Royal Hospital:	01452 528555
Hereford County Hospital:	01432 355444
Ledbury Community Hospital:	01531 632488
Malvern Hospital:	01684 612619
Worcester Royal Hospital:	01905 763333
<b>Dental Access Units:</b>	
Gaol St Clinic Hereford:	01432 378920
Malvern:	01684 612754
Worcester:	01905 724633
<b>Sexual Health Clinics:</b>	
Hereford:	tbk
Moor St Clinic Worcester:	01905 681639
<b>Herefordshire CCG:</b>	01432 260618
<b>CQC:</b>	03000 616161
<b>NHS England Regional Team:</b>	01922 603150
<b>Other Useful Numbers:</b>	
Age Concern (Ledbury):	01531 631280
Age Concern (Worcester):	0800 008 6077
Carers UK Helpline:	0808 808 7777
Herefordshire Carers Support:	01432 356068
Worcestershire Carers :	0800 389 2896
Colwall Care Scheme:	01684 540196
Dial-a-Ride (Ledbury):	01531 635503
Dial-a-Ride (Malvern):	01684 891121

### New Nail Clipping Service for Colwall Patients

We are delighted to let you know that we will shortly be having a Footcare Service coming to Colwall Surgery. This is not a chiropody service. The Foot care Service is provided by volunteers who have received training in basic footcare and toenail cutting from a Registered Chiropodist.

Please note that this scheme is not suitable for people requiring more complex foot treatments or for those with certain medical conditions. However, if your condition is stable the GP could advice if this is a suitable service for you e.g. people with Diabetes.

There is a £12 charge for each subsequent appointments. Once we have dates confirmed we will put notices around the surgery and in the newsletter.

