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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.

A Date for Your Diary

ANNUAL FLU CLINIC 1st October 2016

Our Annual Flu Clinic this year is going to be held at The Down's School in Colwall. The school has kindly offered us the use of their hall this year.

As in previous years we will be starting from 10am and finishing by 12pm. We will also be serving teas, coffees and cakes again for charity and this year we have decided to give money to the Acorns Hospice along with Colwall Care Fund.

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.

Booking Hospital Transport at the Surgery

We would like to take this opportunity to clarify when hospital transport can be requested by a patient (or their carer). Hospital transport is a service that enables patients to attend their hospital out-patient appointment. However, there is very strict patient eligibility criteria for this service set by the West Midlands Ambulance Service and the Herefordshire Clinical Commissioning Group. Please see the list below for criteria that must be met in order to qualify for hospital transport. The Receptionists will ask for details of a patient's condition when transport is requested to ensure the criteria is met before transport is booked.

If patients have their own form of transport and/or are independent, then they will not qualify for hospital transport.

You may be eligible for patient transport if any of the following apply to your condition:-

- Your medical condition requires you to travel lying down
- You require oxygen or other medical gases when travelling
- You require medical drugs directly into your veins
- You have a psychiatric or learning disability which makes public transport impossible
- You are unable to travel without support from transport staff
- You experience side effects as a result of your treatment you are having and this prevents you from using public transport or it would be detrimental to your recovery if you travelled by other means

You may be considered for patient transport of a voluntary car if you can demonstrate that you have no other mode of transport and:

- Are confined to a wheelchair
- Are unable to walk unaided without the support of another person or walking aid
- Your medical condition would compromise your dignity or cause public concern if you were to use public transport
- Your medical condition has an impact on your mobility to an extent that you would not be able to access healthcare

Please be aware that a request for hospital transport may be refused and we understand that this will be frustrating, particularly if you have been able to book it in the past. Thank you for your understanding & co-operation.

Meet the Patient Liaison Group (PLG)

As in previous years, the PLG will be helping at the Annual Flu Clinic on the 1st October. Please come along and find out what they have done to support the surgery over the last year. If you are interested in becoming part of the PLG, please give the surgery a ring.

DID YOU KNOW ?.....that during the months of May 2016 we had **34** missed appointments!

We had a total of **6** missed GP appointments which is equivalent to **1hr** of wasted GP time and we had a total of **28** missed nurse appointments which is equivalent to **4hrs and 40minutes** of wasted Nurse time.

That's **5hrs 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 **15** missed GP appointments. We feel that the reduction in missed appointments is attributed to the introduction of the GP Telephone Triage system.

QUICK CONTACT GUIDE

Colwall Surgery:	01684 540323
NHS 111 (Out of Hours):	111
Taurus Healthcare:	01684 540323 or 111
District Nurses Team:	01531 637610
Minor Injuries Unit (MIU)	
Ledbury:	01531 632488
Malvern:	01684 612619
Walk-in-Centre	
Hereford (Asda):	0330 123 9309
Hospitals:	
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
Dental Access Units:	
Gaol St Clinic Hereford:	01432 378920
Malvern:	01684 612754
Worcester:	01905 724633
Sexual Health Clinics:	
Hereford:	01432 266908
Moor St Clinic Worcester:	01905 681639
Herefordshire CCG:	01432 260618
CQC:	03000 616161
Healthwatch:	01432 364481
NHS England Regional Team:	01922 603150
Other Useful Numbers:	
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
Let's Talk Herefordshire	0800 073 2200
Addaction:	01432 802487

Prescription Requests

Due to the volume of prescriptions that we receive on a daily basis we do ask that you allow 48 working hours for your prescription to be available.

We can do repeat prescriptions up to a week before you are due to run out of medication. If however, you are going to be away when your medication runs out we are happy to do your prescription early as long as you make us aware of this.

Colwall Chemist have also asked us to make patients aware that they require 48 hours from the time they receive your prescription to enable them to get all your medication ready for you to collect.

Therefore patients really need to allow 4 working days from the time you ask for your prescription at the surgery for your medication to be ready to collect from the chemist.