



Branch End Surgery

NEWS

Dr L Corbett Dr A Maguire Dr F Kamali Dr L Dornan Dr C Gooding

Flu Clinics 2016 have now taken place.

Have you missed your FLU injection?

Are you over 65 and have any of the following:

- Diabetes
- Asthma
- Thyroid problems
- Heart disease
- Asplenia (had your spleen removed)
- Carer or working with older people

Then you are entitled to a flu jab!

You may also be entitled to a shingles vaccine or pneumonia vaccine.

Please ask reception or our nurses for more information

Disabled Parking

Please can we ask all patients to not park in the disabled bay in our car park. Please respect it is reserved specifically for disabled patients

Suggestion boxes

We have placed a suggestion box in upstairs and downstairs waiting rooms. Please submit any suggestions, complaints or thoughts you have. The practice and the patient forum will discuss these at our monthly meetings.

Change of contact details

Please update us with any details that may have recently changed so we can contact you when required.

For example your name, address or telephone number.

Please note that when changing your details we require valid ID and proof of new address.

A **big** thank you to all the locums and members of staff that have and continue to support us over the last couple of months.

It has been a bit of a struggle with Dr Maguire, Nurse Michelle and Paula all being on sick leave at the same time – but we should be getting back on our feet over the next couple of weeks.



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A GUIDE TO GP APPOINTMENTS

To help you get the best possible care from your GP's, and to avoid unnecessary delays for patients who are waiting, we have put together a series of points to consider when seeing your doctor.

Our appointment system is designed to be flexible to help patients with different needs;

*Patients with long-term, complex problems often need to book ahead for regular reviews with their own specific GP to ensure continuity.

*Patients who are acutely unwell may need appointments at short notice, but may be less concerned about which GP they get to see.

Some days are busier than others, with Mondays and Fridays having the highest demand for appointments. We try to balance these requirements in the way we offer appointments.

Our online booking system will give you a better overview of the appointments available in advance for each GP.

Things to consider when booking your appointment

Please tell the receptionist if your problem is medically urgent – we do not want anyone waiting unnecessarily or delaying treatment simply because they did not emphasise the need for urgent care or because they were waiting for an appointment with their usual GP.

We have same-day appointments reserved with our ON Call GP for medically urgent issues, but our receptionists need to be aware of why it is you need to be seen so they can manage your matter in a correct and efficient way.

Be realistic and think ahead – Like other services such as dentists or opticians, you should expect to wait up to a week for our next available routine appointments and this is entirely appropriate for longstanding or minor problems. If you book in advance you will have greater choice of appointment time and of GP or nurse. Our online booking service will give you a better overview of the GP appointments available. Please arrange things well in advance if you are planning on going away. We are often asked to see patients urgently or process administrative tasks, despite the matter being very minor. This restricts us on the number of appointments available for people acutely unwell.

Think about the time of day – We try to offer appointments at different times of day and run early surgeries every Tuesday morning. If you are able to come in during the day please consider leaving these extended hours sessions for those patients who work or find it difficult to attend during the day.



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Consider a double appointment – If you have several separate problems, or think your doctor may need more than 10 minutes, please consider booking a double appointment. This will limit delays for other patients and may prevent you from having to return for another appointment.

Do you actually need to see the GP face to face?

We offer booked telephone consultations with our GP's, which may be quicker and more convenient for issues which do not require an examination. If you are uncertain about whether a face to face appointment is required, or how urgently you should be seen – please speak to our receptionists who will be able to advise and book you in accordingly.

For queries about medication or minor illnesses, a pharmacist may be able to help.

Online resources such as Patient.co.uk and NHS choices also offer useful information.

For prescription requests, insurance reports and sick note renewals or other administrative tasks, just ask the receptionist for guidance – many queries and tasks like these can be passed on to a GP without patients having to be seen in an appointment.

Please note that some administrative tasks may incur a charge.

Appointments running late?

Our appointment slots are 10 minutes long. If these were longer we would have fewer appointments to offer and patients would have to book further in advance to be seen. Although we try to keep to time, we have to ensure we manage things properly and so inevitably many appointments do take longer, meaning that we can run behind schedule.

We have introduced blocks in surgery times to try and allow catch-up time between patients to reduce delays. If we are running very late, this is likely to be because we have been dealing with emergencies or complicated cases including end-of-life care. We try to give every patient and problem the time they require.

Our GP's provide face-to-face appointments, telephone consultations and home visits. We also deal with large numbers of test results, prescriptions and hospital letters every day. The practice workload is increasing year by year, and we are constantly looking at ways to ensure this work is done effectively, whilst maintain the quality of care for our patients.

We will always try our best to manage time appropriately but the unpredictable nature of our work can make this very difficult.



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So what can you do??

During your consultation.....

Please make the GP aware early in the consultation if you have more than one problem to discuss. If these are not all urgent the GP may ask you to book another appointment in order to manage each problem properly without causing delays to the other patients.

Be succinct, have your problems clear in your mind and share any concerns you may have, so that we can address these for you. It may help to write these down in advance or write down any questions you wish to ask.

Feel free to **bring a relative,** friend or carer with you, especially if they have their own concerns or questions.

Be honest with us. Its ok if you haven't been taking your medication but its important that you tell us so that we can understand what might be causing or affecting your symptoms.

Onward Management. Be clear before you leave the consultation what follow-up agreements have been made – if a second appointment is required book this on your way out.

Home Visits

We do an unusually high number of home visits as a practice.
This can severely limit the time our GP's have to spend on the other tasks.

Please only request a home visit if you, or the person you are concerned about, is truly housebound. A doctor can see several patients in the surgery in the same time it takes to do a home visit, and there is more information and equipment available in the surgery to perform a thorough assessment.

You may receive a call from the GP to assess the urgency of the problem, so that we can plan the order and timing of home visits safely.

If a friend, relative or taxi could bring you to the surgery we may well be able to see you more quickly, or a telephone consultation may be a good option for queries and issues not requiring an examination.

Please ring before 10am if you think you need a home visit.



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DID NOT ATTEND (DNA)

Due to the increase of wasted appointments and limited availability of GP appointments, Branch End Surgery will be reviewing all cases of non-attendance on a strict monthly basis.

This is where a patient both failed to turn up at the surgery and failed to notify the surgery in advance and where the appointment could have been offered to another patient instead.

If a patient has DNA'd on several occasions this will result in the practice reviewing the circumstances behind their non-attendance and will consider removing the patient from the patient list.

In **SEPTEMBER** Branch End Surgery had a total of **51** wasted appointments.

In **OCTOBER** we had a total of **54** wasted appointments.

Many patients struggle to get an appointment.

Please cancel yours if you are unable to attend or no longer require it.