

Aspley Medical Centre Newsletter

Please have a read through our newsletter as it contains useful information on

- Appointment changes
- Our new opening hours
- Useful tips to help assist you with your care.
- Online appointment booking, prescription requests and access to your on-line records
- Our Patient Participation Group

Surgery Opening Hours

Monday	8am till 6.30pm
Tuesday	8am till 6.30pm
Wednesday	8am till 6.30pm
Thursday	8am till 6.30pm
Friday	8am till 6.30pm
Saturday	CLOSED
Sunday	CLOSED

Welcome to the practice **Spring/Summer Newsletter**. Since our last newsletter we have had a few changes with the recent retirement of Dr Shields in 2016. Since then we have been really busy and have expanded our practice team to help us continue to provide our patients with excellent patient care.

APPOINTMENTS

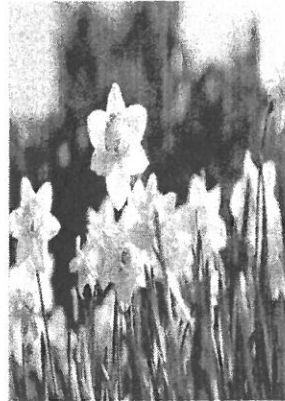
There are currently national problems with access to GP Surgeries but despite the increased workload, GP Practices are working hard to look at ways to improve access and meet demand.

From 1st June 2017

We will be making a few changes to our appointment system based on research and demand. We are now open longer from 8am to 6.30pm, Monday to Friday, and you can also book and cancel appointments using our **on-line' booking system** which can be accessed in the comfort of your own home. Please ask at Reception for details.

On phoning the practice you will be greeted by our well-trained and friendly staff. It will be necessary for staff to ask certain questions in order to help you, anything you share with the staff is **Completely Confidential**.

Our phone lines are busy between 8am and 10am and urgent calls will take priority at this time.



The practice offers pre-bookable appointments, with either a Doctor or Practice Nurse. If you phone on the day and request an urgent same day appointment, you will be asked for a brief description of the problem and put on the doctor telephone triage, the doctor will then call you back and if you require an appointment this will be made for you. You will be asked for an up to date telephone number, please make sure you keep the line free as we are unable to keep phoning back.

CANCELLING APPOINTMENTS

Appointments are in high demand and we would therefore ask you to please cancel your appointment if you don't need it.

During April this year-

70 Hours of clinical time at Aspley Medical Centre were lost due to patients not attending appointments.

REMEMBER

It may be you that needs that appointment next time and we are unable to offer more appointments if patients do not ring to cancel, so please call in or pick up the phone and cancel if you no longer need it.

This has been a particular problem with urgent appointment requests with patients not ringing to cancel and ringing back the same day to be seen later.

To try and help with this problem, if a patient does not attend an appointment or turns up late and has not informed us they cannot attend, they will be asked to attend at the end of either the morning surgery or evening surgery to avoid any unnecessary long delays for patients that have already pre-booked and have attended on time.

Please turn over for the main bullet points of the new telephone appointment system starting on 1st June 2017 to assist you when contacting the surgery to make an appointment.

Test Results



There is no need to ring for Test Results unless you have been asked to ring by the Nurse or Doctor, if your results come back and require any action you will be contacted by a member of staff. Patients that have been asked to call back for results **please ring after 12 noon.**

Prescription Requests



Please note:

Prescriptions take a minimum of **48 hours** to be processed, depending on whether the doctor needs to re-issue any of your medication. It is your responsibility to make sure you order your medication before it runs out .

- Prescriptions can be requested up to one week in advance.
- Urgent same day prescription requests will only be dealt with in extreme circumstances
- We do not take prescription requests over the phone

Questions & Answers—Making an urgent/same day appointment.

- Are you a Walk-in Centre?

NO—We are not a walk-in centre, all appointments are pre-bookable

Unless your problem is an emergency, you won't be seen more quickly and you may be asked to wait at the surgery for a call back, so if you can telephone for an appointment it will usually be more convenient for you.

- What to do if you need an emergency same day appointment?

Telephone the surgery and tell the receptionist you require an urgent appointment, the receptionist will ask the nature of your problem and put you on the GP telephone triage list and check that we have the correct contact number for you, please remember to keep your line free until the doctor has called you. The doctor will call you back as soon as they can.

- Can I still book an appointment for next week or next month?

You can still book your appointments in advance as we will still have the same amount of pre-bookable appointments available, other than same day/urgent appointment requests, nothing else has changed.

- I'm not comfortable telling the receptionist what is wrong with me?

Knowing what your health problem is helps the staff to make sure that patients with more urgent problems are seen quickly, any information that you give to the receptionists are dealt with in strict confidence

- Will I be seen on time for my appointment?

Our clinicians will endeavour to see you on time but there may be times due to emergencies that surgeries run late.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to read and take note of the occasional types of behaviour that would be found unacceptable

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice, Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot.
- Causing damage/stealing from the Practice's premises, staff or patients obtaining drugs and/or medical services fraudulently

We ask you to treat your GP's and their staff courteously at all times. Thank you