**SPRING HILL MEDICAL CENTRE NEWSLETTER**

(accessible version)

April 2019

**DID NOT ATTEND’S (DNA’S)**

From January 2019 to 12th March 2019 there were 170 MISSED PATIENT appointments!

**STOP AND THINK BEFORE YOUR BOOK! PLEASE CANCEL YOUR APPOINTMENT**

**LITTER – PLEASE HELP THE COMMUNITY CLEAN UP!**

The Practice helped out on the 23rd March – if you can spare any time please email: [sarah.deeming@wcava.org.uk](mailto:sarah.deeming@wcava.org.uk)

**Cervical Screening**

Please book your smear appointment with us 01676 540395

**The “Spring Hill Active Group" are here to help you!**

**What is Signposting?**

Signposting and referral are seen by many as the cornerstone of an effective advice network where a client can move from one agency to another receiving the service that best meets their needs and with which the center is best qualified to deal.

We have trained staff to help patients understand and access other agencies and services of the wider health economy which are available within the local community.

**Impact of active Signposting?**

* Active signposting has helped the practice release 9% of inappropriate GP appointments
* The freed up appointments have given GPs more time to focus on those patients that need their time (e.g. those with more complex care needs), as well as improving access for patients who need to be seen.
* Feedback from patients has been very positive, results for the friends and family test have also improved
* Staff feedback has been very positive, with most pleasantly surprised by how positively patients have received the change and their willingness to share clinical detail.

**I want more information who do I ask?**

Our signpost with relevant information is positioned by our front entrance- this will provide up to date leaflets on other services out there and you can also ask a member of staff - we have an up-to-date local signpost folder detailing services within the local community which you may not know about.

The GP's and Nurses actively refer patients to AGE UK - speak to the Practice Nurse or Manager about referring into this wonderful free of charge service.

**Active signposting frees up inappropriate GP appointments!!!**

**GP appointments and bookings**

Visits to the surgery are free, but you will need to make an appointment.

**Before you make an appointment to see your GP, consider the alternatives.**

Your local pharmacist may be able to give you the help you need, so you won't have to spend time waiting for an appointment. Pharmacists are highly trained healthcare professionals, and may offer a wider range of health services than you think!

**Smoking**

The practice is a no smoking zone, this includes e-cigarettes.