SPRING HILL MEDICAL CENTRE

**NEWS LETTER**

AUGUST 2019 EDITION

**Trial of Telephone Triage –**

**We are here to improve access to help you.**

As you are aware from 1st July we are trialling Telephone Triage. This process by which the patient appointment system is managed in a GP practice by the Doctor.

**FAQ’S**

**Is it to stop me getting an appointment?** No, not at all –It is to ensure that all the patients that need to be seen are seen by an appropriate health care professional. It is also a tool for which a telephone consultation can be used to appropriately manage patient’s concerns even if an appointment is not required.

**How does it work?**

This may be appropriate in cases when patients **wish to discuss blood results, hospital letters or X ray/scan results**. However if the patient needs to come in then an appointment will be made with the appropriate healthcare professional be it a GP, Practice Nurse or Healthcare Assistant.

Any patient who requests a Doctor’s appointment will receive a phone call from the Doctor. The doctor, after speaking to patients decides to either bring them in to an emergency clinic set up precisely for that purpose on the day or book them in to be seen on another day. However the problem may also be dealt with appropriately in another way. (E.g. blood test arranged, referral completed, appointment with Practice Nurse arranged or prescription query discussed) this system has been used successfully for several years now in many GP surgeries.

It has been shown in other practices that this process **significantly improves access.**

The telephone triage system will operate all day ***along with our existing appointment system of face to face appointments and consultations with a clinician at the Practice.***

**Patient Self Help**

1. **Treat yourself at home**

Colds, flu and most sore throats do not need antibiotics and you can treat your symptoms at home. Make sure you get lots of rest, drink plenty of water and take pain relievers, such as paracetamol or ibuprofen, if you need them.

**2. Order repeat prescriptions and book your flu jab in good time**

If you take regular medication make sure you order your repeat prescriptions from your GP surgery in good time.

And if you're eligible for a flu jab - it is available free from your GP if you are over 65, pregnant or have a long-term condition such as heart failure, diabetes or respiratory disease - make an appointment at your surgery.

Children aged two and three can have the vaccine as a nasal spray.

**Our flu WALK IN clinics 2019**

 **will start in the middle of September 2019**

 **3. Speak to your pharmacist**

Your local pharmacy can recognise many common health complaints. They can give advice or, where appropriate, medicines to help you manage the symptoms.

If your problem is more serious or you need medical advice, your pharmacist will advise you to contact your GP.

You can also ask your pharmacist what over the counter remedies to keep in your medicine cabinet at home to help get you and your family through the winter months.

**4. Check online for information and advice**

There is lots of information on the NHS websites about how to keep well, check your symptoms or use self-care to stay healthy and treat common winter illnesses such as colds, sore throats and flu.

[Check your health condition and know what to do next](http://www.nhs.uk/conditions/pages/hub.aspx)

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## 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!

The practice is a no smoking zone,

this includes e-cigarettes