SPRING HILL MEDICAL CENTRE

**NEWS LETTER**

FEBRUARY 2017 EDITION

**A GUIDE TO OUR APPOINTMENT SYSTEM**

**APPOINTMENTS AND ACCESS**

In response to patient comments about access to appointments we are making changes to the current appointment system with effect from December 2016 THIS IS A TRIAL and feedback will be monitored and produced in order to consult with our patient participation group and any FORMAL intentions of changes to the clinic appointment system will be communicated.

**What will change……**

* Patients are to call the practice at 8am to make an appointment to be seen THAT DAY by the doctor of choice.  The only time patients may not be able to see their preferred doctor is when that doctor is on-call.
* Continue with ‘Sit & Wait’ clinic but this will be a short appointment for a single urgent problem; if you attend with a problem that the On-Call Doctor considers to be ongoing or if you attend with more than one problem you may be asked to re-book into a routine appointment;
* Continue with test results being available on a Tuesday to Thursday however, patients must understand that some results may come in at different times and Patient administration can only provide information on the day that they are next in, therefore this may not be on the day that you contact us;
* Requests for repeat Fitnotes (commonly called sicknotes) will be dealt with by telephone and by the Doctor who issued your last note. They will contact you on the day that they are next in, therefore it may not be on the day that you request it;

**What won’t change……**

* Ability to book appointments and request prescriptions on-line;
* When a Doctor wants to see you again they can book the review appointment and you are asked to make that appointment at reception;

**Our objectives**

**With our patient population, access to medical services has to be good, and below are our key objectives:**

* to have adequate capacity in place to offer patients an appointment quickly;
* to have processes in place to predict where this may not be possible;
* to provide a variety of access routes;
* to educate patients in how to use our services effectively; and
* to reduce did not attends (DNAs).

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*Spring Hill welcomes HealthWatch 13 February 2017*

*MANAGE YOUR HEALTH CARE ON LINE!!!*

Speak to Patient Administration for details on how to register for patient services today!!

*Dr Sogbesan (Registrar)*

*Will be starting in*

*February 2017*

*PRACTICE CLOSURE DATES 2017:*

*22 March at 12.30*

*26th April at 12.30*

*17 May at 12.30*

*21 June at 12.30*

*19 July at 12.30*

*20 September at 12.30*

*18 October at 12.30*

*15 November at 12.30*

WE YOU LIKE TO JOIN OUR PATIENT PARTICIPATION GROUP? PLEASE SPEAK TO PATIENT ADMINISTRATION FOR DETAILS!