

A GUIDE TO THE NEW APPOINTMENT SYSTEM

The Village Surgery will be taking over the running of Freshfield surgery from 1st April 2018.

With increasing pressure on primary care services throughout the NHS we feel that expansion of our patient list base would allow us to secure and expand local GP services.

After seeking feedback from surveys and our Patient Participation Group we are aware that a major frustration for patients is accessing services in a timely manner. With this in mind it is our intention to jointly manage both patients' lists across 2 sites (The Village Surgery & Freshfield Surgery).

From 23rd April 2018, patients from both sites will be dealt with in the same way and a new model of care for patients will be introduced. In order for us to remain responsive to patients needing different levels of support from the team the following model will manage patients in a more effective and efficient way given the current pressures on Primary Care.

We appreciate that this is a new process and a new way of working so we will be constantly reviewing the system and would welcome any feedback to help us to ensure we are providing services to all of our patients as efficiently and effectively as possible.

Feedback can be given through either the Patient Participant Group or by using the suggestion boxes in either surgery's reception area.

WHAT TO DO IF YOU:

Require a Home Visit:

Ring the Village Surgery site from 08:00 and before 11:00
Please provide the information requested by the receptionist to allow us to prioritise need.
Explain why you cannot attend the surgery at either site.

Require an appointment on the day:

Ring either site from 08:00 to agree a time slot to attend to avoid long waits.
Register your arrival at Freshfield Surgery with the receptionist.
Wait for the next available clinician.

Require a routine appointment:

Ring either site at your own convenience and arrange a mutually agreeable appointment with the clinician of your choice
or
Ring The Village Surgery site and book a telephone appointment if you feel your concerns can be dealt with over the phone.

HOME VISITS

Our home visiting policy is based on RCGP guidelines.

- **Home visits must be requested before 11:00 between Monday and Friday**
- Home visits are reserved for patients who are genuinely housebound and who do not leave the house for ***any*** reason: including those in nursing and residential homes.
- **The GP will only visit if the patient's clinical condition prevents them from travelling to the surgery and that they have a medical condition that necessitates an urgent medical opinion.**
- Age is not a criterion for a home visit. The criterion applies to both older and younger people.
- **Home visits will not be undertaken for social / transport reasons.**
- The GP/Clinician may refuse a visit to the patient and offer an urgent appointment at the surgery if they feel that is more appropriate.

****For more detailed information and to view a copy of our Home Visit Policy please see our home visit page on the website under Patient Information & Resources****

Patients should dial 999 in the case of a genuine life threatening emergency. For life threatening emergencies, requesting a home visit from a GP can delay life-saving treatment.

ACUTE MEDICAL PROBLEMS

Patients currently registered at both surgeries, who feel they need to access GP services on the day, will be able to attend the **Freshfield** site between the hours of 08:30-11:00 and 15.30 – 17.30 and be seen by the acute care team. Phoning in advance is advisable to allow us to effectively manage the daily workload and help you to avoid long waiting times.

ROUTINE PRE-BOOKABLE APPOINTMENTS

These will largely be available at **The Village Surgery** site but some routine appointments will be available on Tuesday and Thursday between 13:00 – 15.00 at The **Freshfield** site to cater for patients who would find it difficult to access The Village Surgery. For patients who want a routine pre-bookable appointment, they will be able to contact either practice to organize these. This supports the continuity of care for patients with chronic and complex medical problems as they will be able to access a regular doctor.

TELEPHONE CONSULTATIONS

These will also be available and they can be booked by contacting the **Village Surgery** site after 08:00. The reception team will give you an approximate time that the clinician will call.

ADDITIONAL SERVICES

In addition to general GP services, currently Freshfield patients will have access to the following enhanced services currently provided by The Village Surgery:

- Extended Hours (including Saturday morning appointments for full time workers).
- **In-house minor surgery.**
- Enhanced contraceptive services including Mirena coil and contraceptive implants on-site.
- **Joint injections**
- Access to GP with specialist interest in Dermatology.
- **Medication reviews with a Clinical Pharmacist.**
- Drop-in phlebotomy clinics (Tuesday and Thursday between 09:00 and 11:00)
- **Dedicated Adult Health Visitor support for housebound patients.**

We are also in the process of developing cholesterol management, pain and menopause clinics.