

THE CLANFIELD PRACTICE

WINTER NEWSLETTER 2017

Welcome to the latest edition of our newsletter where you'll find the latest information about Web GP, advance booking, the new self check & call system and the website 'Healthier Together'.

What is Healthier Together?

Healthier together (www.what0-18.nhs.uk) is an initiative aiming to improve the health of children and young people across Wessex.

Collating a wealth of essential information for parents, children, health professionals and school based/childcare staff it is a one stop shop of consistent, practical medical help.

When parents have a sick child they understandably want the best help available but often not knowing what the most appropriate care is or being unable to access it in a timely fashion leads to them seeking help from highly responsive services such as A&E and 999 ambulances. Creating a strain on an already overstretched service.

Healthier Together hopes to reverse the trend of increasing numbers of children being admitted to hospital with relatively mild conditions that could potentially be managed at home if more robust local services were available.

The site aims to answer questions such as -

Who should I speak to if my child is unwell?

Is my baby OK?

How do I give my child's medication?

Should my child go to school/nursery today?

For example, you can click on your child's illness and it will detail for how long your child should stay off school and what medication is required.

NEW PATIENT CHECK IN & CALL SYSTEM

The surgery has a new automated self check in and call system.

When you arrive in reception you can now book yourself in for your appointment using the touch screen computer.

Simply follow the on screen instructions and when prompted take a seat in the waiting room.

The doctor will call for you and your details will be displayed on the call screen located on the wall in the waiting area.

We hope this addition to the surgery will help improve waiting times in reception and allow the reception team to help with more detailed patient enquiries.

Please ask the reception team for more help.

WEB GP

WEB GP is a set of online tools that allows you to access our GPs via a completed online form. Simply click on the website and answer the questions to check which service is right for your symptoms.

Depending on your problem you may be offered immediate self-help advice, directed to other services available to help you or one of our practice doctors will call you back by the end of the next working day to offer you advice.

This is a great way to ensure you are getting the most appropriate care in a timely and efficient manner.

Visit our website (www.theclanfieldpractice.nhs.uk) for more information and to start using the service today.

RETURN TO SIX WEEK ADVANCE BOOKING

Having listened to the concerns of our patients regarding their ability to book appointments further in advance, especially as GPs are often advising "to book a follow-up in six weeks", we have returned to the old system of setting up the appointment book for six weeks ahead. If you have booked an appointment in advance and you are feeling better please remember to cancel it. Thank you.

ONE PROBLEM, ONE APPOINTMENT

When it's difficult to get a doctor's appointment we know it can be tempting to save all your problems for that one appointment. However, we kindly ask that all patients try and stick to our 'One problem per consultation' policy. The main reason for this request is for *clinical safety*.

One of Primary Care's main purposes is to detect serious disease early. Presenting multiple problems to the doctor, not all of which may be serious, increases the difficulty of this task. Doctors cannot see huge numbers of patients with multiple problems and continue to practise safely and effectively. It also contributes to clinics running late.

Therefore please do not be offended if the doctor asks you to rebook for your other problems. We are working in your best interests in order to keep you safe. We would always encourage patients to book double appointments if there are multiple problems that need discussing.