



# Spring House August Newsletter

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## **Launch of a new and improved appointment system for Spring House Patients**

From 1st August 2023 we are introducing a new procedure for booking appointments. This is in response to the feedback from our patients that were struggling to book appointments and having to wait a long time. It is also in response to the increased demands following the pandemic.

The new system has been trialled successfully for the last two months, so we have now decided to implement this with immediate effect. The trial has also resulted in a decrease in the number of patients that book an appointment and then fail to turn up which has obviously resulted in more appointments and less wasted clinical time.

From 1st August, you will all be pleased to hear that there will be an increased number of book-on-the-day appointments for all our patients. These can be booked between 8am and 9am every morning (Monday to Friday) and can be by phone request or in-person. We are hoping that all the acutely ill patients will get to see a clinician on the same day.

Our patients will continue to have the choice of a telephone or face-to-face appointments. Our very experienced and competent receptionists will book you with the most appropriate clinician and this may be one of our 8 GP's but could also be one of our first contact Physiotherapists, our prescribing nurse, a clinical pharmacist, a social prescriber or a mental health nurse. There should be plenty of appointments available but the number is obviously not limitless. The variety of clinicians now available at the surgery is proving to reduce waiting times, so please take advantage of these roles as it is not necessary to always have to speak to a GP.

Once the appointments have all been booked, the advice will be as usual, for our patients to phone 111 or visit the Urgent Treatment Centre in person, if the problem cannot wait. Please note that we have an E-consult booking system via our website [www.springhouse.nhs.uk](http://www.springhouse.nhs.uk) and if you have a medical or admin query, this might be a good option, as you will receive a response within 48hrs. This is likely to be directly from the GP unless it is an admin or prescription query. I would like to encourage all our patients to try this as an option for non-urgent requests as it has been extremely successful.

If one of our patients has a non-urgent matter that they wish to discuss with a suitable clinician, there are still plenty of future appointments that are available, so we recommend phoning the surgery after 9am to avoid the early rush and this will also help keep as many lines free for urgent appointments between 8am and 9am. We have also ensured that there are the increased numbers of staff to answer the phones at 8am in the morning.

If a patient has had a blood test and the GP wants them to book an appointment, they will be sent a text to advise of this, with a link to book an appointment directly. Please try and avoid phoning the surgery unless necessary.

I am certainly hoping that all our patients will see a huge improvement with access to the clinical staff that work at Spring House. We continue to strive for excellence.

Please note, that we will no longer have a second wave of appointments available at 1pm but there should be plenty of appointments available throughout the day.

### Staff Update

Dr Prithvi Boyinapalli has now left Spring House for new ventures so please note that you can no longer book an appointment with him. We still have 8 excellent GP's that work here for you to book with

We also have some further new recruits. We have hired a second pharmacist—Sinthuya, an additional mental health nurse—Jessica who has joined our existing mental health nurse, Bonie. In addition to these we have an additional Social Prescriber—Christine who has joined Angela and Louise and a new Healthcare Assistant—Teegan who is responsible for cancer care and our Care Home residents. All of these new roles should improve access further, for our Spring House patients.

### GP Surgeries ratings

We are pleased to share with you a recent article in the Welwyn Hatfield Times, for which we would also like to thank all of our patients for their continued support



