

## SPRING HOUSE MEDICAL CENTRE

### April 2024 Newsletter

As we are now experiencing a high volume of calls, eConsult is a more attractive means of contact than telephoning the surgery, avoiding the busy and lengthy queue times. On receipt of your e-consult the administrative/clinical team will endeavor to respond to you within 72 hours with either a resolution to your enquiry or an offer of an appointment with the appropriate clinician.

You can use this form to contact your GP practice by answering a series of questions. If your answers suggest urgent symptoms, we may tell you to contact another NHS service. **PLEASE DO NOT USE THIS FORM WHEN OUTSIDE THE UK**, as your practice will not be able to help you.

This service offers support not only for medical conditions, but you are also able to request medical certificates, or ask questions concerning medication. Our administration staff are trained to triage these e-consults and to find the quickest and most efficient way of dealing with your request.

Please also remember your pharmacy can offer clinical advice and over-the-counter medicines for a range of minor health concerns (and can often see you the same day).

Visits 75	Unique visitors 55	Self-help visits 0
Pharmacy self-help visits 2	111 Visits 0	eConsults submitted. 42
eConsults diverted to other services. 2	Attempts to save appointment** 27	Estimated appointments saved. 25.2

Since last week we saw fewer patients and with the use of the eConsult site, approximately 25.2 appointments were saved.

Make the eConsult work harder for the practice and please tell us how we can improve.

### SPRING COVID BOOSTER

We are currently conducting clinics for the above, the current cohorts are aged seventy-five and over and all coded immunosuppressed patients aged 18+, we will contact you direct as and when clinics for other sectors are available.

## APPOINTMENT SYSTEM

Under a directive from the government, we can now only offer appointments a max of two weeks in advance. This has, unfortunately, added increased pressure on our system and we are endeavoring to find the most practical solution to this issue. We have introduced more on-the-day urgent appointments to compensate for this.

## TELEPHONE SYSTEM

We have had patients contact us regarding our telephone system, and we would like to assure you we are currently speaking with our provider to improve this service. Please bear with us whilst this fault is investigated.

Your health and wellbeing are foremost in our service to you and always welcome any concerns you may have as well as how we can improve our service to you.

## PRESCRIPTIONS/TEST RESULTS

All prescription requests should be made in writing by using the email address [springhouseclinic@nhs.net](mailto:springhouseclinic@nhs.net) alternatively you can complete the counterfoil of your prescription and pass to a member of the reception team. We are unable to deal with on-the-spot requests as GPs cannot be disturbed during their clinics, however, we will endeavor to be of assistance when possible. You are also able to post prescription requests via our postbox if visiting the surgery out of hours.

On the day appointments will not be available for routine test results, should your results be of an urgent nature a member of the reception team will contact you direct under the instruction of the GP.

## BP MACHINE

Please take advantage of our BP machine in the main reception area, which is free to use at any time convenient to you. We do need to have a BP reading within the last 12 months for all our patients.

## ENHANCED SERVICES

If you struggle to attend the surgery during working or school hours, please speak with our reception team who may be able to offer you an evening or weekend appointment during the Enhanced Access Service where you may see a locum as opposed to one of our regular GPs. These clinics run from 6.30-8.00pm Monday-Friday, Saturdays 8.00am-4.00pm and Sundays 8.00am-2.00pm. Our receptionists are always on duty during all the Enhanced Access hours to respond to any of our patients' general queries.

