

# Spring House Medical Centre Newsletter – July 2025

Welcome to our newsletter. In each edition we aim to bring valuable content to keep you updated and informed of our latest practice news.

## TOTAL TRIAGE

As you are all aware we now operate a total triage system, which has received some very positive feedback. Appointments can no longer be made by our receptionists via the telephone. Each patient will now be required to complete a medical request which is triaged by one of our clinical team, who will make the decision on how and when your request will be dealt with. It is vital you provide as much information as possible to avoid any confusion, this includes your preference of which GP you wish to see, times available for a face-to-face appointment and any previous or existing medical conditions that would have a bearing on your request. Prescriptions should be requested via the email system; fit notes should not be requested until the due date and will be dated accordingly.

This service is currently available Monday to Friday from 07:30am until 14:00, these hours are on a trial basis and dependant on capacity at the surgery.

The new system indicates straight away when we are full rather than a lengthy wait on the telephone to be told this.

## CONTACT DETAILS

Please ensure all your contact details are up to date this also includes current email addresses. We are asking for email addresses as a back up to mobile numbers as these sometimes change or a fault in the service provider occurring. We would ask that you check your emails on a regular basis for any communications from the surgery.

## NHS APP

It is advisable to have the NHS App available on your mobile telephone and to ensure you have the notifications enabled. This will alert you to any upcoming appointments you may have at both the surgery and the hospital. However, this alert will only remain for 24 hours after which the message will default to either an SMS or email message. This will also include any messages sent by a clinician

## 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, and Saturdays 8.00am–4.00pm. Our receptionists are always on duty during all the Enhanced Access hours to respond to any of our patients' general queries.

## PATIENT PARTICIPATION GROUP

We are still looking for patients who would like to be part of our Patient participation group for Spring House.

The current subject in question is **"I can't get to see my GP"** a subject, we are sure, is close to all our hearts.

We would, however, emphasize this is not an open forum for complaints but one for constructive debate.

If you are interested in becoming part of this valuable group, please email your name and

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## MISSED APPOINTMENTS

There was a total of 133 appointments missed in June totaling 2260 minutes. It would be greatly appreciated if you were unable to attend your appointment you give, if possible, 24-hour notice and we will then be able to offer this to another patient.

We would also like to remind patients that we operate a zero tolerance towards our staff. We understand your frustration, at sometimes not being able to see a clinician but can assure you we work to the best of our ability to work within the national guidelines set to us.

As always, we would appreciate your ideas and suggestions as to how we can continue to improve our service to you.

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 directly under the instruction of the GP.

## NEW PHONE SYSTEM

We are making efforts to improve phone access to the practice and on 17th July 2025 we installed a new phone system.

The surgery now has a call back feature which you can use.

If you are in queue position 5 or higher you will be given the option to select a call back by pressing 1.

To register the call back you must select option 1 then WAIT for the call to end/be hung up on. If you do not do this action your call back request will not be registered, and we will not know you have asked for one.

By requesting a call back, you will keep your place in the call queue, and this helps lessen wait times on the phone lines.

All our inbound and outbound calls are recorded

## APPOINTMENT AVAILABILITY

We are currently experiencing a very high appointment demand at present and consequently this is impacting on the availability of appointments.

We would ask that with respect to the minor issues such as coughs and colds you first visit your local pharmacy, who are not only experienced but also obliging and happy to offer assistance and advice.

## STAFF TRAINING

*The practice will be closed on the following afternoons between 1:30pm and 5:30pm for Protected Learning Time for all staff. Please see dates:*

- *Tuesday – 16th September 2025*
- *Wednesday – 22nd October 2025*
- *Thursday – 27th November 2025*
- *Thursday – 19th March 2026*

*Our doors will reopen from 5:30 pm on these days.*

***Please phone 111 if you have any urgent health issues during these times or visit***

## WEBSITE

Our website is currently being revised, to make it more user friendly.

We apologize for any inconvenience caused during this period.