

# Newsletter June 2017

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## Consultations:

We know that getting an appointment with the doctor is sometimes difficult.

We know that patients do 'save' their problems and present them to the doctor at the same time. This can cause the doctor to run late. Consequently we would always encourage patients to book double appointments if they have multiple problems that need discussing.

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.

Thank you.

## Call Recording:

All calls to and from the surgery are recorded to help monitor and evaluate our service. We do this to train staff and motivate the surgery team to adopt the highest standards of patient care. All calls will remain confidential.

## i-HEART Barnsley:

Are you struggling to get the appointment you want at Walderslade Surgery? If so, why not contact i-HEART Barnsley? This is a medical service designed to give more choice for patients to access GP and nurse appointments. It is available to anyone who is registered with a GP in the Borough of Barnsley.

Patients can access the i-HEART Barnsley service online at [www.iheartbarnsley.org.uk](http://www.iheartbarnsley.org.uk) or by telephone on **01226 242429**. The service telephone assessment centre is open Monday to Friday 9am to 10pm and Saturday and Sunday 9am to 1pm.

Should you need an appointment following assessment, you will be offered a choice of consultation methods and this could include:

- A face to face appointment
- An email consultation
- A telephone consultation
- A video call

i-HEART Barnsley appointments are available Monday to Friday 6pm - 10pm and Saturdays and Sundays 10 - 1pm. Face to face GP and nurse appointments operate from two locations:

- Woodland Drive Medical Centre, Woodland Drive, Barnsley, S70 6QW.
- Chapelfield Medical Centre, Mayflower Way, Wombwell, Barnsley, S73 0AJ.

### **Patient Partner Automated Booking System:**

Patient Partner is our automated telephone booking system which enables Walderslade patients to book, check or cancel an appointment at the surgery without speaking to a receptionist. Callers are given the option to use the system at the beginning of all calls to the surgery (Option 1).



**If you choose to book an appointment using the automated system, please listen carefully to the entire message to make sure that you have booked the appointment on the day and at the time you want it.**

Unfortunately a number of patients are not listening to confirmation of their appointment and are turning up on a day they thought they had booked and not the day they actually booked! Thank you.

### **Patient Participation Group (PPG):**

Walderslade Surgery PPG would welcome patients to join the existing group to discuss changes or ideas to improve the services provided at the practice.

If this is something you are interested in joining please ask a member of our reception team or complete one of our expression of interest forms available in the surgery waiting rooms; we will then contact you.

The next meeting of the PPG will be held on **Tuesday 20<sup>th</sup> June, 2pm**, at the surgery.

### **Seasonal Allergies:**

If you have had hay fever or seasonal allergy medication in the past there is no need to see a doctor for more. Please complete a repeat medication slip or see a member of staff at the surgery reception desk to request a repeat prescription.

### **Missed Appointments:**

During April **145** patients did not attend for their booked appointment at the surgery. During May **161** patients also failed to attend.

Please help us by cancelling your booked appointment as soon as possible if you know you don't need it or cannot attend.

### **Medical Students:**

We often receive very positive feedback from medical students and are very grateful to all patients who either agree to have a medical student sitting in during their consultation, or have a supervised appointment with a medical student.

It is a really important part of their training and they learn a great deal from their contact with patients. Thank you for your continued support.

### **Have Your Say to Improve Your Healthcare:**

The Friends and Family Test (FFT) in GP practices has been running for just over 18 months and is about giving patients the opportunity to provide quick feedback on their care and treatment experience.

Look for the feedback forms in the surgery entrance lobby or complete the text questionnaire via our MJog messaging service or online. It doesn't take long to complete and you don't need to give your details.

### **Staff Training:**

The surgery will be closed for staff training on **Thursday 8th June** from 1pm until 4pm and **Wednesday 14<sup>th</sup> June** from 12.30pm for the remainder of the day; re-opening on Thursday 15th June at 8.00am.

**Walderslade Surgery**

[www.waldersladesurgery.co.uk](http://www.waldersladesurgery.co.uk)