

Winter 2019

Kiltearn News

“Keeping our patients involved and informed”

A graphic featuring the year '2019' in large, colorful, multi-faceted numbers. Below the year, the words 'HAPPY NEW YEAR!' are written in a smaller, colorful, multi-faceted font. The background is white with a faint grid pattern and 'depositphotos' watermarks.

We need your feedback !!

As you will already be aware we have implemented a new telephone and appointment system (more information within the newsletter) and we now need your feedback on the transition and usage of these.

Please ask for a survey at reception or pick one up from the tables within the waiting room and hand back to staff.

All feedback is valuable.

Thank you,
Kiltearn.

Information about Kiltearn Medical Centre that you might not have known



Kiltearn currently has more than 13,000 patients registered at the Practice, with the following Professionals to care for the population:

- 8 GPs,
- 2 Nurse Practitioners,
- 1 Assistant Practitioners,
- 4 Nurses,
- 1 Health Care Assistant and
- 1 Pharmacist

Kiltearn Medical Centre provides 100.95 appointments per 1,000 patients per week which is significantly above the UK average.

In the past month we have had 4,612 face to face contacts in the surgery and attended 153 visits. 156 patients booked appointments but did not attend.

Please don't forget about **patient access** you can register online without a link key to start with by going to www.patientaccess.com and clicking no when asked if you have a letter, this will allow you to book 1 appointment and order 1 prescription before bringing your ID into the surgery.

OR

You can bring your ID in and register at the front desk and we will provide you with the link key to enable all facilities there and then.

Once registered you have access to book appointments (non—urgent) and order repeat prescriptions, making the process a lot simpler. If you need any help registering please contact the surgery and ask for the Patient Experience Coordinator.



New Telephone System



As most of you will know we have recently upgraded our telephone system. The number remains the same to contact us here however you will know be given 4 options:

1. Appointments
2. Results (3pm-5pm)
3. Prescribing info — Please note that prescriptions cannot be ordered over the phone, they can be ordered at the front desk or by emailing the prescribing team on repeat.prescribing@nhs.net. Or by posting your prescription in the boxes located on ground floor and our reception.
4. General enquiries

This phone system has been designed to ensure that you are directed to the most appropriate person to deal with your enquiry and will stop a common issues of the line constantly being engaged, you will also be notified where you are currently in our telephone queue.

Neither the telephone hardware or the software is owned by the practice. It was funded by NHS England which was bid for by South Cheshire CCG and maintained by MLCSU'.

Your comments and feedback regarding these changes are welcomed, a feedback form will be available on Reception.

Care Navigation

Recently our Admin staff have been accredited in Care Navigation Training. This allows our staff to assign you to the most appropriate person for your care.

It also means that you may have to answer a few more questions when you book an appointment but it will subsequently benefit your patient experience as you will be seen by the most appropriate care giver in the quickest time possible.



New Appointment System

We have listened to what our patients have said and are working to improve our appointment system.

We offer more appointments per 1000 patients than most practices.

We are gradually changing the proportions of appointments to ensure we get the right mix of urgent appointments to book on the day for acute problems and enough appointments to book in advance for non urgent.

We have increased the amount of pre bookable appointments so our patients can book in advance to avoid having to ring on the day to book in for a review or for other non-urgent reasons. There will always be urgent appointments to book on the day via telephone triage by a GP for acute issues.

We will keep working on this until we have the right solution.

Moving into 2019 you will see the following:

- Routine Appointments bookable over the phone and via patient access for: 21 days prior, 14 days prior and 3 days prior to your required appointment date.
- **NO** on the day routine appointments will be available.
- Urgent only on the day appointments which will consist firstly of a phone triage with the on call GP and subsequent follow up to be decided by GP

Your comments and feedback regarding these changes are welcomed, a feedback form will be available on Reception.

Saturday Morning Appointments

A gentle reminder for Patients who come into the Practice on a Saturday morning. All of our appointments every Saturday morning are pre-booked. This means that our clinicians can not accommodate any patients who walk into the Practice wishing to be seen.

In an emergency call 999.





Practice Closures



Protected Learning Time Closures (All Practices)

The Practice will be closed on the following dates from 1.00p.m. and re-open at 5.00p.m. This is so that staff training can take place.

Tuesday 12th February 2019
 Wednesday 20th March 2019
 Tuesday 30th April 2019
 Wednesday 22nd May 2019
 Tuesday 18th June 2019

Tuesday 16th July 2019
 Tuesday 24th September 2019
 Wednesday 23rd October 2019
 Tuesday 19th November 2019

***We apologise for any inconvenience caused to our patients.
 If you need urgent medical advice, you should ring the NHS 111***

EPS—Electronic Prescription Service

If you are unaware of EPS this is the service by which your prescription is sent electronically to a nominated Pharmacy of your choice.

This negates the need for you to come into the surgery to collect your prescription as it will have been sent automatically to your Pharmacy. Here at Kiltearn we will be switching over to fully EPS during the New Year, therefore you will need to choose a Pharmacy to nominate, to do this please fill out the forms provided on the Reception desk and hand back to a member of staff.

If you do not nominate a Pharmacy by 31st January 2019, a Pharmacy will be nominated by Kiltearn Medical Centre, this will be the Pharmacy closest to your postcode, you will then be informed of this either by SMS or when you request your repeat prescription.

