

BODEY MEDICAL CENTRE

NEW APPOINTMENT SYSTEM - LAUNCHING WEDS 23/04/14

- ★ Following feedback from our Patient Survey and input from our Patient Participatory Advisory Group (PPAG) we have decided to change our appointment booking system.

Why have we made the changes?

- ★ General Practice across the UK has come under increasing pressure over the last 2 decades. As a population, we are living longer, but have more chronic conditions as a result and higher expectations and needs from the health service.
- ★ Since 1995 the number of GP appointments required in the UK has doubled!
- ★ GPs carry out 90% of patient contacts in the NHS, but general practice currently only receives 8.95% of the total NHS budget (this has fallen from 10.95% in 2008 - which is a £9 billion reduction in investment in GP services since 2008!).
- ★ Demand for GPs has risen from 300 million consultations in 2008, to an estimated 340 million projected for 2014. This is despite a reduction in investment as highlighted below.
- ★ As a result, patients across the UK, have found it increasingly difficult to get timely appointments with a GP and practices are struggling to cope with the increased demand and workload.
- ★ As a result it is clear that we need to find more efficient ways of working.
- ★ We have consulted a company developed by a GP, called Patient Access www.patient-access.org.uk/patients to help us change the way we allocate appointments.
- ★ The new system means that should you want an appointment (emergency or routine) on a certain day, you will simply ring on that day and be added to the doctor's list to receive a call back. In this way the doctor can have an initial telephone consultation with you, where you can discuss the problem together and decide on the safest and most suitable way to manage it. You may be offered a time to come down to the surgery, or it may be that the problem can be conveniently handled in the telephone consultation.

These simple changes will mean:

- ★ It's easier to get through on the phone
- ★ Shorter waits to see the doctor
- ★ No wasted journeys to the surgery when you don't need to come in
- ★ No change for a life threatening emergency - call 999 as before
- ★ If it is not an emergency, you can save a trip to A&E by calling your GP first.

THREE SIMPLE STEPS

1 YOU PHONE THE SURGERY

All our doctors are qualified to help, but if you want a particular one please call on a day they are working.

2 THE DOCTOR CALLS YOU BACK

When? Usually within the hour. You can ask them to call at a time to suit you.

3 YOU ARE ALWAYS SEEN IF NEEDED

When? There is no need to book in advance. Nine out of 10 patients choose a convenient time on the same day.

FAQs

★ What will the receptionist ask?

"How can I help you?" If it is a medical matter they will ask for a few words about the problem to help your doctor prepare for the call. You may also ask to see the practice nurse as normal.

★ What will the doctor do?

The doctor will discuss your problem with you and agree what to do. You may only need advice or a prescription, or you may need or ask to see your doctor or nurse. The doctor will offer you an appointment the same day or a later day if you prefer.

★ What if I am at work?

Employers are normally delighted that you can save time by not going to the surgery. Ask your employer for a quiet spot to take the doctor's call. If timing is an issue, please tell the receptionist.

★ **Can the doctor call my mobile?**

Yes, the doctor can call you on a mobile or landline. The receptionist will check that they have the correct number.

★ **Can I call any time in the day?**

Yes, the service is exactly the same during normal working hours. There is often a rush at the start of the day, so you may find you get a quicker response later. If your request is not for a doctor but for any other matter, please call after mid-morning when the lines are often quieter.

***Thousands of patients all around the country are already enjoying this service.
THIS IS WHAT THEY SAY:***

- ★ “I don’t worry about getting appointments in advance now – I can wait and call when I need to.” **Female, aged 76**
- ★ “Trying to get through before taking the kids to school was a nightmare. Now you can get through any time and get sorted the same day.” **Mother, 39**
- ★ “Patient Access means you don’t have to take time off work to get an appointment because you know you will be seen if you need to be.” **Patient, 55**
- ★ “I feel that I am in more regular contact with my GP who knows me well.” **Male, 71**
- ★ “I always get an excellent service now from my practice. I get a call back from my own doctor at a time that suits me – I can’t fault the new system at all!” **Female, 38**

We want Feedback on the New System

- ★ We will run patient surveys over the next few weeks and keep you informed.
- ★ Please call the practice on **0161 248 6644** if you think you may need to speak with your doctor
- ★ **Hours: 8.30am - 12.00pm; 2.00pm - 5.00pm**
- ★ The surgery is open until 6.00pm for other queries and for emergencies.

Online Appointments

- ★ You will also be able to book appointments online! Pop into reception to find out how you can register for this service.