

Update for Patients

Staff update:

- Sadly, Dr Hamid finished working as a long term locum GP for the practice on Tuesday 13th February. He received many letters thanking him for his kind and thorough help and will be missed by staff and patients.

As we have successfully recruited Dr Richard Barry, Dr Alexandra Kaiser, Dr Cathy Gilbert and Dr Kate Lewis (who will be joining us working full time from 1st May) since August 2017, we no longer had the number or length of shifts that Dr Hamid required as a locum GP.

We tried very hard to keep Dr Hamid with us, but unfortunately, he decided he wished to continue working as a locum, rather than apply to become a salaried GP with us and join the team fully.

It is not financially sustainable for any practice to rely on locums when they are able to recruit for permanent staff.

- We are bidding farewell to one of our Practice Nurses, Lorraine Lloyd in March. Ria Moran and Donna Matthews, two of our current Nurse team will each be picking up some of Lorraine's hours. The additional hours required have been advertised and we are interviewing the applicants in the very near future.
- We are also saying goodbye to one of our Receptionists, Charlotte Stevens, who has decided to go back to dental nursing. We have successfully recruited a new full time Prescription Clerk/Administrator, Connie Neale, who started in January and several other members of our current Reception team have increased their hours to make up for this loss.
- We are very pleased to advise that Naomi Coniam became our new permanent Assistant Practice Manager from 17th January, having worked at the practice for the past 19 years in several roles and most recently as our IT and Performance Lead.

Further recruitment:

We feel very confident that we will continue to recruit for the remainder of the regular salaried GP hours we still require and aim to have all patients registered with a named GP (that is in post) in the near future. Please ask at reception for more information.

Regular Locum GPs:

You may meet locum GPs Dr Neel, Dr Rocks, Dr Jaiprakash and Dr Patel, who will be with us regularly at least until Dr Lewis joins us in April.

Appointments and telephone issues:

Thank you for bearing with us throughout January when we moved to a new appointment system.

We have taken on board comments regarding the frustrations patients face trying to get hold of us on the telephone and to help with this situation we have now made all of our pre-bookable GP appointments available to be booked online via Patient Access. Please speak to a Receptionist if you wish to know more, they will be happy to advise and print off your log in information once you have provided ID (ideally photographic).

The more patients we can sign up for this service the fewer phone calls we would need to deal with requesting GP appointment booking and so the lines should be freed up for nurse/HCA appointment bookings, queries or for emergency on the day issues.

We have our Reception and Medical Secretary teams answering calls, but unfortunately due to the high level of demand, especially from 8.30am to 10am we are not always able to answer your call as quickly as we would wish. We continue to review our processes and staffing in order to provide the best service within our control.

Sign in screen:

Unfortunately, following the change in our appointment system we found the sign in screen was not compatible. This was not what we were led to believe prior to the change and we have spent weeks trying to get answers to solve the issue without incurring huge expense to the practice. The new monitor is due to be installed in March. Until then we thank you for your patience whilst we check you in manually at reception.

DNA'd appointments:

The number of appointments that patients have not turned up for in the last 2 months has greatly increased. Please let us know at the earliest opportunity if you are not able to make your appointment with any of our clinicians, as we are then able to offer it to other patients, who may otherwise not be able to see us as soon as they would wish.

Again, if you are signed up for Patient Access this allows you to cancel an appointment without having to call us.

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| <p>If you wish to pass on any comments (good or bad) please feel free to leave your feedback on an iWantGreatCare form (found in reception).</p> |
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Lisa Tabner – Practice Manager