

# Quarterly Newsletter

## Practice Training

A reminder we close every 3<sup>rd</sup> Tuesday for the afternoon for training.

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The surgery will be relaunching its use of askmyGP from **Thursday 1<sup>st</sup> December 2022** and will be using the system to manage all new problems patients submit to the surgery (whether submitted by phone or online).

We will open the system every weekday from 6am – 10am (except bank holidays when we are closed). After this time, the ability to submit requests online will stop and begin again at 6am the next day.

Those without access to the internet or a smart phone can still call into the surgery where a receptionist will add their problem to the askmyGP system.

After 10am the surgery will stop taking requests for on the day routine appointments with GPs, Advanced Nurse Practitioners and Paramedics however urgent problems will continue to be reviewed and actioned throughout the day (Please remember that if urgent problems arise after 10am, patients will need to telephone the surgery).

Routine appointments with nurses and healthcare assistants can continue to be booked in advance either by askmyGP or by phoning at any time when the surgery is open.

In addition, general enquiries can still be made by phone at any time when the surgery is open. **In an emergency however please call 999.**

All requests whether submitted online by yourself, or by our reception team following your phone call, will be reviewed by our clinical team on the day.

The information you provide will allow our clinical team to decide how best to deal with your query. This may be by signposting you to a more appropriate service, comprehensive advice via askmyGP, a phone call, a video call or inviting you in for a face-to-face appointment.

We hope that by expanding the ways patients can request support from our service will improve access and the service we provide here at Highbridge Medical Centre.

Please see our website for more information and FAQ's.

# New Staff

## Katie Norris (Clinical Pharmacist)

We would like to introduce our new clinical pharmacist Katie Norris who has a wealth of experience. She will be working with our medicines management team. She will mainly work behind the scenes ensure patient safety regarding medication.

## Dr Alice Chapman (GP)

Dr Chapman will be joining us on a Thursday and Friday. With an interest in women's health, she will be an excellent addition to our clinical team. She will be joining us this side of Christmas.

## Will Johnson (Advanced Paramedic Practitioner)

Will already works with us on a Monday at Highbridge Medical Centre but has decided to join us permanently Tuesday – Friday. He will be joining us in the New Year.

# September Statistics

Our staff are working incredibly hard to provide you great levels of care.

How many patients do we have? **13173** patients

We answered **20,481** phone calls in the last 3 months.

In the last quarter we offered GP and Practitioner appointments

# Patient Participation Group

We have an excellent group of patients who volunteer to be the voice of our patients. If you wish to join, or get involved please contact the chairman:

**Please email Pat Barthram**

[mpbarthram@gmail.com](mailto:mpbarthram@gmail.com)

or speak to us at the practice.

