



The Green Street Newsletter

Issue 4

The Green Street Patient Participation Group (PPG) continues to meet regularly and tries to help the Practice in its work to improve services for patients. If you have an issue that you'd like the PPG to look at – a helpful idea may be – then please contact us via the Practice. Please address your query or correspondence to Green Street Clinic PPG, c/o The Surgery. Make sure you leave your name and a contact number so we can reach you if we need to, thanks!

The PPG has been working with the Practice to improve Access and Appointment availability. Lots of people have yet to try the automated system which has been recently re-vamped to speed things up. A 'How to' guide has been produced and can be seen on Page 2 of this Newsletter – the system is much improved so we suggest if you were not successful in the early days to give it another try.

The majority of appointments are available to book on the day but there are also have a number of appointments that can be booked up to 3 weeks in advance. If you are making a routine follow up appointment to see your GP you can ask for one of these advance or pre-bookable appointment slots.

An on call Duty Doctor is available every afternoon for any medical problem that cannot wait until the following day. The practice asks that you always ring them first before attending the A&E Department as they can usually assess you much quicker than the hospital.

The PPG will be in the practice over the next few weeks to help patients use the new check-in system; this is to reduce the amount of time you have to wait in the queue. We will also be handing out details of the text reminder service – once the practice has a mobile number on file for you, you will automatically receive a confirmation text when you book an appointment and a reminder the day before too. The practice hopes that this will reduce 'do not attends' and free up unwanted appointments for use by other patients.

Flu! Flu! Flu! Flu! Flu! Flu! Flu! Flu! Flu! Flu!

Don't miss your chance for a flu vaccination. Clinics start on 1st October. We are currently vaccinating:

- Patients over 65
- Pregnant Women
- Patients with low immunity
- Carers (in receipt of Carers allowance)
- Patients with Heart Disease
- Patients with Respiratory Disease
- Patients with Diabetes or Kidney Disease
- Patients in long term residential care

We are sorry but vaccinations are not available on the NHS unless you are in one of these groups.



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Register for our next Newsletter at: www.mysurgerywebsite.co.uk/secure/subscribe.aspx?p=G81032

Have you tried our Automated Booking service? In response to patient feedback the Menu Options have been updated to reduce the amount of time you spend on the phone. Not tried it yet? We've set out some easy instructions for you to follow below.

- To book an appointment with your registered doctor using the automated telephone system press 1 (you do not have to wait for the message to finish and can do this at anytime)

You will then be asked to do the following:

- Enter your date of birth using six digits ie 02 04 42.
- Enter your telephone number followed by the star key ie 123465* (the system will accept landline numbers with or without 01323 and any mobile number we have on database for you).
- To book a new appointment press 1.
- Follow the instructions to make an appointment on your day of choice.
- Finally you will be asked to press 1 to accept the appointment or hold for a receptionist.

When the surgery is closed the message is very similar:

- A message will advise you the surgery is closed and offer the automated booking service by pressing 1
- Please continue to hold to hear the Out of Hours telephone number and also the number of NHS direct

Appointments for "on the day bookings" become available from 5:30am.

If you use the automated booking service later in the day you will be offered the next available appointment with your registered GP.

This will vary between 1 and 21 days depending on the GPs duty rota. It is only possible to book appointments with the GP you are registered with when using the automated system. If your GP is on holiday the appointment slot you are offered may not be until he or she returns.

If your doctor is away, the receptionist may ask if the problem can wait until his/her return; for on-going routine matters and for continuity of care we would always recommend this. If your problem cannot wait you will always be offered an appointment with another doctor at the practice.

Mondays are our busiest day and it would be helpful if routine telephone calls and requests could wait until later in the week.

Please remember to cancel your appointment if you are unable to keep it.