



Patient Group
CHAIRPERSON'S BLOG

Fred West | November 2016

Introduction

I would like to introduce myself to the patients here at Springfield Practice.

My name is Fred West I am a full time Civil Servant and have been at this practice since coming to Coventry in 2003.

Patient Groups are held by every GP Surgery in England. What they do and how they help the practice varies on the doctors and how they see the Patient Group fitting in with the practice.

We meet on the third Thursday of every month at the surgery in the waiting area corner where our sign and our minutes etc. from previous meetings are displayed.

Anyone with an hour or so to spare, will be warmly welcomed into the group.

We can be contacted on our Patient Group email which is

ppgspringfieldcov@gmail.com.

This blog will hopefully get written every month and will cover items that are at the heart of the practice and important to patients. If you would like to put your point of view to the group then please use the email address above and we will make sure your concern is put onto our agenda. Feedback will be sent to the doctors by the surgery rep who attends each meeting.

The one item that comes up at virtually every meeting is the **appointment system**, so I am going to try and explain that in this blog.

First we must talk a little about the receptionists that work here, and in my opinion, do a fantastic job sorting out the appointments and other queries that are put to them by a wide variety of people every day.

The receptionists are trained to abide by the **NHS Code of Confidentiality**, which is observed for any information you may give. Receptionists are trained to ask certain questions not to be nosy or give advice, but to direct you to the best clinician available for your care. They are trained to know which situations are to be seen as an emergency and they will be given an appointment without triage. Receptionists work to a procedure and do NOT make clinical decisions themselves nor do they give medical advice.

When you ring up on any day close to the appointment time it is not always possible to give you the GP of your choice, BUT, you can make an appointment up to 2 weeks in advance which might give you a better chance of seeing the Doctor you want to see.

Every Morning and Afternoon Monday to Friday there is a duty GP. They may triage your request for the course of treatment best suited for you i.e. prescriptions, telephone advice or an appointment.. This clinic is an emergency clinic and because of that some patients may be needing to talk to and be examined by a GP longer than others, so you may have to sit and wait longer than at a normal visit, please bring a newspaper or book to read.

The signing of a patient sick note will not be classed as an emergency appointment. Please let the receptionist know if you need a sick note as there is a procedure for obtaining one which may not always require an appointment.

There are a number of appointments which are bookable two weeks in advance. Additionally there are "book on the day" appointments which can be obtained either on the telephone at 0830 each morning or by being at the surgery at 0830am whichever is most convenient

for you. However, there are only a certain number of these appointments, they go very quickly and it is not always possible to get one because there is not an unlimited capacity. It might be that there are a number of people at the surgery waiting and by the time you have got through on the phone all of the appointments have been taken, and you will be asked to phone in or go to the surgery at the next possible time which maybe at 1pm, or the next morning.

Each GP has a maximum of 2 telephone consultations each session that can be given on the telephone. These can be booked but no exact time can be given as to when the Doctor may get to phone you as they make their telephone calls according to the workload of the day.

Springfield Practice is now a teaching practice so some patients may be offered an appointment with a GP registrar; these are fully trained Doctors getting the feel for working in a GP format. These appointments may take a bit longer to allow the registrar to seek the advice of one of the more senior doctors in surgery. The registrar doctors who have worked in the hospital before and are gaining experience of general practitioner environment and workload, have appointments which start at 20 minutes each and work towards 10 minute appointments when they are more experienced with primary care working. These GP trainees are supervised by a partner/trainer who has their clinic adjusted on that day to allow time to supervise the trainee and be available for questions and examinations if required.

If you have made an appointment and you wish to cancel it just ring the surgery number and follow the instructions on the phone for leaving a message to cancel appointments.

You do not need to wait at the other end of the phone, just follow the instructions and then hang up at the end.

If you have a mobile phone and you would like to register at the practice to receive text reminders for appointments and certain health checks, please ask at reception for a form to complete.

Please keep the surgery informed if you change your number.

Starting in November 2016 Springfield Surgery will be starting an online appointment system. Please watch posters in the surgery and online for the exact start date.

Please be aware that on the third Wednesday of the month from 12.30 to 4.30 the practice will be closed down for training purposes. The dates of the closures can be found in reception or on the website. From January 2017 the surgery will close from 12.30 to 2pm EVERY Wednesday for training purposes. Please avoid coming to the surgery at that time as there are no staff available. The Out of Hours service is available for emergency care during this time.

If you need a blood test please make an appointment with the phlebotomist or HCA who have their own clinics in the building on a daily basis.

If you have had tests done at the hospital and your GP sent you for the tests, then allow up to 10 -14 days before asking for results.

One last thing is prescriptions

The practice now provides an EPS (electronic prescribing service).

You can order your prescription using any method you prefer and your prescription can be electronically transmitted to a chemist of your choice. You need to inform the surgery which chemist you wish your prescription to be sent to. This means you can go directly to your chemist and collect your medication without the need to collect your prescription from the surgery. This saves everyone time and reduces the risk for the paper copies to be lost.

If you register for on line services you can order your repeat prescriptions on line. In due course you will also be able to make appointments on line. Please ask at reception to enable this facility for you.

To order in person, there is a post box inside the surgery that will be open every day for repeat prescriptions to be put into. Please allow 48 hours for your prescription to be processed.

Please be aware that nearly all local pharmacies will tend to your prescription needs. You need to give the chemist written authority to order and collect your prescription. They will contact the surgery on your behalf, request the items on your repeat prescription that you request and either let you know when they are ready to collect, or they will give you a time that they will deliver them out to you.

If you would like to discuss any part of this blog, then use the email to send us your reply or your observations on what you have read.

Next month's blog will cover the next open day to be held at Springfield in the spring.

Thank you

Fred west