

YOUR CENTRAL SURGERY MONTHLY

APRIL 2023



April
IS HERE!

Our Triaging System!

Recent changes to the New GP contact on 2023/2024 means that you as patient, should be offered an assessment of need and signposted to an appropriate service, at first contact with the practice.

Good news! - We have been working hard and have put this in place log before the changes were introduced, so you can rely on the Patient Services Advisors providing you with the correct and up-to-date information when you contact us.

When you contact the Practice for an appointment, as always, you will be asked some questions to help the trained triage team work out which service we can offer you to ensure you receive the right level of care at the right time.

Once this has been allocated, you will be contacted by suitable clinician or a member of the Triage team for your next steps.

All of our Triaging is overseen and lead by the On-Call GP who measure the level of need and capacity for both the patient and the Practice.

Acute medication requests

To ensure you have enough medication and to avoid delays, please allow up to 5 working days for your acute medications to be issued.

Acute medications are one which are not on your REPEAT list but you have had previously, these will need to be assessed by the Clinician.

Remember to book in for your COVID booster by contacting the surgery!

DID NOT ATTEND

Here is the amount of patients who did not attend their booked appointment last month:

190

PPG!

WE NEED YOU!

Become part of our patient participation group!

Provide your views and opinions to move the Practice forward.

Lets work together!

If you are interested in joining, please download a form from our website and hand in to Reception.

CAMPAIGN OF THE MONTH Stress Awareness Month

Increasing public awareness about both the causes and cures for our modern stress epidemic.

Lets raise awareness of the causes and cures for our modern-day stress epidemic. It is the time when we have an opportunity for an open conversation on the impact of stress. To talk about stress, and its effects and open up about our mental and emotional state with friends, families, colleagues, and professionals.

Find more information on:

<https://www.stress.org.uk/national-stress-awareness-month/>

