



## ST MARTIN'S GATE SURGERY

*Wishing you all a merry Christmas and a Happy Healthy New Year*

Issue 49

December 2018

\*\*\*\*\* CHANGES TO OUR APPOINTMENT & TELEPHONE SYSTEM \*\*\*\*\*

(Telephone numbers remain the same)

### THE NEW WAY TO BE SEEN - HEALTHCARE NAVIGATORS

From December we are introducing - The New Way To Be Seen

You may already be aware that ALL GP Practices in South Worcestershire are launching a new scheme to help support and guide patients to access the most appropriate care. This will be known as Healthcare Navigation.

#### The New Way To Be Seen.

When you telephone the surgery for an urgent/same day appointment our reception team **will ask you for a brief outline of your problem**. You may be offered an appointment with the **duty team** if appropriate.

By asking for a brief outline of your problem will allow the healthcare navigator to refer to information about services in the practice, other NHS providers and the wider care and support sector. Their goal is to ensure that patients get the right care at the right time in the right place and with the right outcome. For example, when a patient presents with symptoms that would be better dealt with by another service such as a pharmacist or nurse, patients can be confidently offered these choices, allowing them to have their health and wellbeing needs met.

A patient questionnaire has recently been completed and the results demonstrated that 71% of patients would be very happy or happy/fine discussing their problem with the Healthcare Navigator first. It also has shown that there is a lack of awareness of many other services available locally that might be an alternative option to seeing a GP. For more information <http://www.southworcscg.nhs.uk/your-health/healthcare-navigators/>

Our Healthcare Navigators will not offer clinical advice or triage; this is about offering you the choice to see other specialists within our practice team who have the expertise to deal with your problem; often quicker and sometimes without the need to see the GP each time. For example; we often get calls that can be dealt with by the practice nursing team, or it may be that you have a medication query which can be dealt with by practice pharmacist, or an enquiry for a sick note which can be dealt with by talking to the healthcare navigator.

By working this way, it will help us to free up time for GPs to care for our patients with complex or serious health conditions. More importantly though, it means you are seen by a member of the practice team that is best placed to deal with your problem each time you visit us.

THERE WILL ALSO BE CHANGES TO THE TELEPHONE OPTIONS

YOU WILL NEED TO LISTEN CAREFULLY

## The New Way To Be Seen

### NEW -Telephone Options

When you telephone the surgery you will hear our welcoming message.

Press 1 for Home Visits & same day/urgent appointments.(8am-6pm)

A short message will follow.

*“ As you are ringing for a same day/urgent appointment you will be asked you for a brief outline of your problem, in the first instance you may be offered an appointment with our Duty Team if appropriate.”*

We would like to reassure you that any information is always kept confidential.

Press 2 for routine /non urgent appointments (9am-5.30pm)

Press 3 for Prescription enquiries (11 am and 2pm)

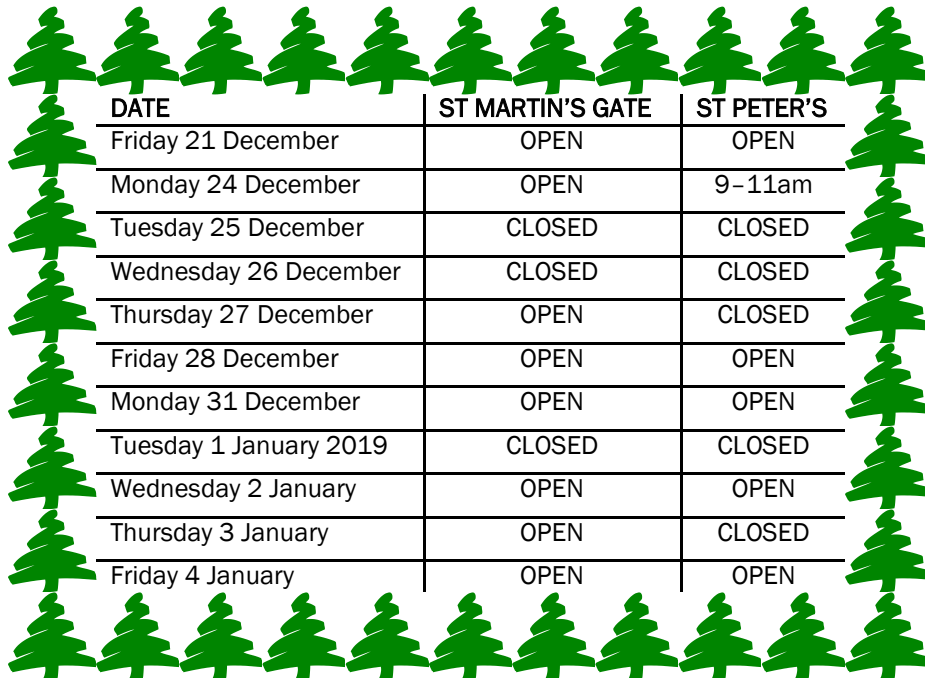
Press 4 for Test results (11am and 4pm)

Press 5 for any other queries including sick notes/referrals and insurance reports (9am and 4pm)

We respectfully ask that patients avoid telephoning the surgery between 8.00am and 9.00am unless they are requiring an appointment “today” as this is a very busy time in the surgery.

Routine requests such as obtaining sick notes, test results, referrals, and prescription enquiries and so on should be made between the times stated.

Please note that St. Martin’s Gate Surgery and St. Peter’s will be closed on the following days over the holiday period.



DATE	ST MARTIN'S GATE	ST PETER'S
Friday 21 December	OPEN	OPEN
Monday 24 December	OPEN	9-11am
Tuesday 25 December	CLOSED	CLOSED
Wednesday 26 December	CLOSED	CLOSED
Thursday 27 December	OPEN	CLOSED
Friday 28 December	OPEN	OPEN
Monday 31 December	OPEN	OPEN
Tuesday 1 January 2019	CLOSED	CLOSED
Wednesday 2 January	OPEN	OPEN
Thursday 3 January	OPEN	CLOSED
Friday 4 January	OPEN	OPEN

If you need to be seen when we are closed, please use the Out of Hours Service and call 111. Also remember that your local Pharmacist can offer advice and no appointment is necessary.

We would like to wish all of our patients A Merry Christmas  
and A Happy Healthy New year