

Concept House and Sefton Road Surgery

May 2023 Patient Newsletter

Welcome to our first Practice Newsletter.

We will produce these regularly and hope to provide you with what's going on in the practice and any upcoming changes.

Meet The Team..



Clinical Team	Days of work
Dr David Goldberg – Principal GP	Monday & Tuesday
Dr Debbie Harvey	Monday AM
Dr John Wray	Tuesday AM
Dr Kee Wong	Monday – Thursday
Dr Ruvi Wijenayake	Tuesday – Friday
Dr Sarah Popplewell	Thursday & Friday
Nurse – Jodie	Monday, Tuesday & Friday
HCA – Jayne	Thursday & Friday
HCA – Karenza	Currently off on maternity leave
HCA – Megan	Tuesday AM & Friday AM

Management

Jenny Young, Practice Manager
Louise Johnson, Deputy Practice Manager
Diane Welsh, Office Manager

Reception/ Admin Team

Gill, Heather, Julie, Linda, Lorraine, Megan, Rachel, Sue K, Sue P

Appointment system

In November 2022 we made a difficult decision to remove the option to pre-book appointments and instead moved to an 'on the day' appointment system. We have received both positive and negative feedback regarding the new system and wanted to explain to you, as our patients, why the decision to make such a change was required.

The new system was implemented after much consideration when the practice was experiencing increasing demand. When the old appointment system was in place, the waiting time for a pre-bookable appointment had reached 4-5 weeks, which was not acceptable. The GPs were dealing with around 15 emergencies per day, on top of their 18 prebooked appointments and the workload was becoming overwhelming and clinically unsafe to continue as we were*.

*The European Union of General Practitioners and British Medical Association have recommended a safe level of patient contact per day in order for a GP to deliver safe care at no more than 25 contacts per day.

To make an appointment, patients are advised to call at 8.00am for a telephone triage with one of the salaried GPs. The GP will assess you over the telephone and if you need to be seen, will be able to offer an appointment for the same day. If you need to be followed up following your appointment, the GP has capacity to book you in to their future follow up appointments – this ensures patient continuity with the same GP.

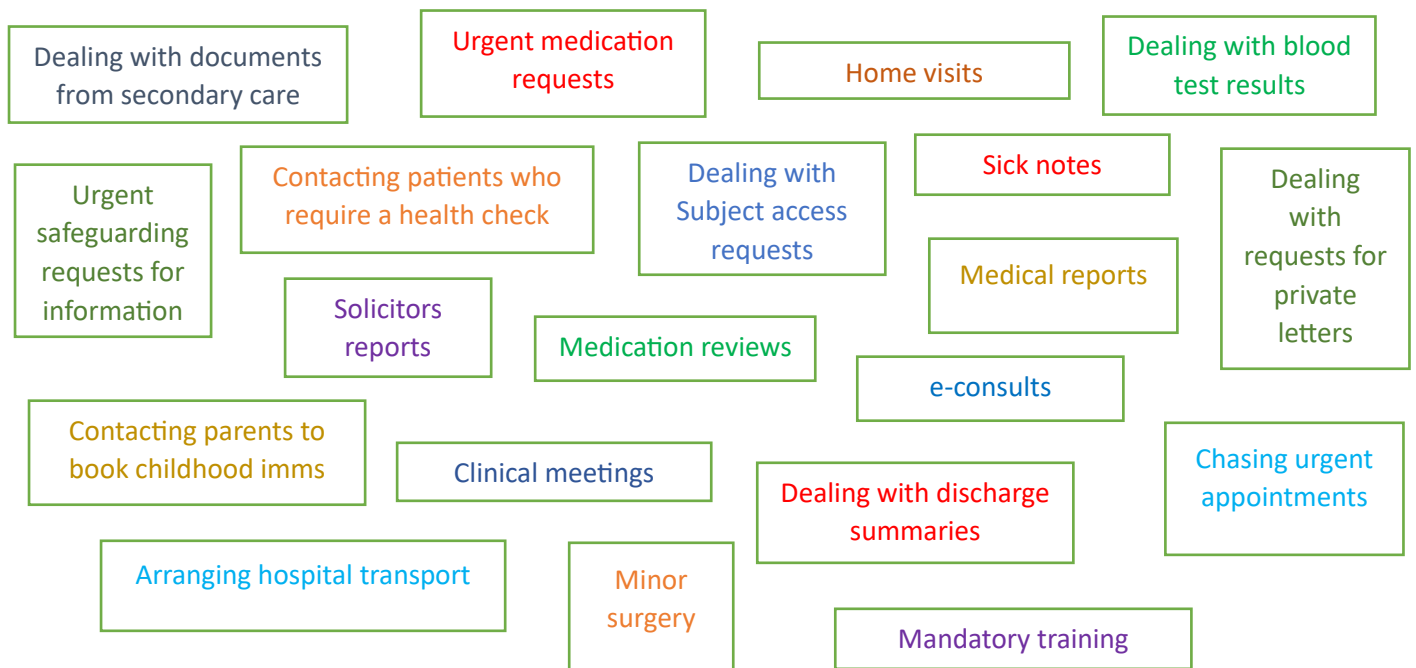
You may also be offered a face to face appointment with the F2 doctors or medical students.

We consulted with other surgeries in the local area and found that the majority had moved to an 'on the day' appointment system as it was the only way we could deal with demand.

We do appreciate that this system is not suitable for all but feel that it is the only way that the practice could deal with the increased demand, retain clinical staff and offer the best service to patients.

Behind the scenes...

The surgery is the first port of call for most patients when illness strikes. As well as seeing patients, our staff are busy meeting the needs of patients in other ways. We thought it may be helpful to give you an insight of some of the things that go on behind the scenes.



Your surgery needs you!

Have you ever thought about joining our
Patient Participation Group?

Contact our Reception for more details!

Our next PPG meeting will be held in July

Changes to online consultations

From Tuesday 27th June 2023, the way you submit an online consultation is changing as we move away from e-consult.

Patches is the new easy way for you to contact your GP practice online. Patches has been designed by GPs to make it easier to contact your practice and save you time.

Just answer a few simple questions and patches gets you the help you need quickly.

You can use patches to contact your GP for health advice, condition monitoring, fit notes and more...



Repeat Prescriptions

Did you know you can order your repeat prescription via online services?

The easiest, safest and quickest way to order your repeat prescription is online. There is no need to visit the surgery and fill out a form, instead computer/laptop, smartphone, iPad, and tablet users can request their repeat prescription anywhere, 24 hours a day, seven days a week – all year round!

If you are requesting your prescription before it is due, please give an explanation why e.g. going away on holiday. We can only process repeat medication within the week before it is due, any earlier requests with no explanation may be rejected by the doctor.

Please allow 48 hours to process a repeat prescription.

