



WELLINGTON

Medical Practice

September 2017

Newsletter

You said...We did

Following lots of patient feedback, we have listened to the concerns you have had whilst accessing Wellington Medical Practice and have changed our appointment systems to better suit our patient's needs.

The new appointment system is as follows

- Step 1** Phone or come to reception to make an **on the day** appointment
- Step 2** When all the on the day appointments have been allocated, we are offering an **Open Access Clinic (OAC) until 10:00am** you will be entered onto our OAC list and seen in order of arrival - this is a sit and wait service and you must have arrived before 10:00 to be added to the list
- Step 3** If it is not urgent and you do not need to see a clinician on the day – you can pre book a **routine appointment** – there will be a wait for these appointments. We are aiming to keep the wait time to a week, but this time may increase in our peak times.

We have been trialing this service since 30th August 2017 and to date have offered an **Additional 487 face to face appointments** (over 8 days).

We have had some exceptional feedback from patients that have used the new appointment system.

“Excellent service” “A great service, long may it continue”

“Amazing, only waited 20 minutes to see a doctor on the same day”





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“Massive improvement”

“Brilliant service, please continue with it”

New Telephone System

Our new telephone system is now up and running as of 08th September 2017, we appreciate how frustrating it has been for all of our patients trying to contact the practice and getting cut off, this was a software issue and down to equipment that was not adequate to meet the needs of our service.

The new equipment offers a state of the art system that has given us more capacity to answer a larger number of calls at any one time. This will reduce waiting times when patients are calling, and hopefully make the service we are offering more efficient.

Newly Appointed Staff

In our last newsletter we told you that we had recruited new staff. We are pleased to welcome.

Margaret – Receptionist

Rachel – Receptionist

Abigail – Receptionist

Sally – Reception Lead

Tina – Nurse Practitioner

Steph – Business and IT Lead

Michelle – Community Lead Practitioner

Mehwesh – Practice Pharmacist

Tania – Patient Engagement Lead

We will also be welcoming Krystian to our team in mid-September, Krystian will be our Consultant Physiotherapist and Musculoskeletal (MSK) lead who will be on site to offer Musculoskeletal appointments.



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So there may be a few new faces throughout the practice as well as our longstanding members of the team, **I am sure you** will all join us in making them feel very welcome.

Flu Vaccinations

We are now entering into the colder months and it is flu vaccinations time, if you are eligible for the vaccinations please call reception on 01952 226000 to book an appointment.

Feedback

Your feedback is very important to us; this enables us to continue to improve the services we are offering you. There are three ways to leave feedback, we have feedback forms available at the patient information point, we have friends and family data alternatively you can leave us a review on NHS Choices <https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=36411>



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