



# WELLINGTON

Medical Practice

## October 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 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”**

**“Massive improvement”**

**“Brilliant service, please continue with it”**



### New Telephone System

Our new telephone system is now up and running as of 08<sup>th</sup> September 2017, we have experienced some technical difficulties since the system has been installed for this we apologise. 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.

Redcentric and the Clinical Commissioning Group (CCG) continue to support the practice Wellington Medical Practice is the pilot site for all practices in Telford and Wrekin CCG and we apologise for any problems patients may experience.

### New Musculoskeletal Lead

Krystian has now started at Wellington he is our Consultant Physiotherapist and Musculoskeletal (MSK) Lead who will be on site every day to offer Musculoskeletal appointments.

### CQC Report

We have been visited by CQC for our regular inspection (31<sup>st</sup> July 2017) the official report is now available to view on our practice website. We are pleased to announce that we were rated **GOOD** overall.

### 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,

- 1) We have feedback forms available at the patient information point,
- 2) We have friends and family feedback
- 3) 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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