



Stubbington Medical Practice Newsletter

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Healthier Together App



Healthier Together

Improving the health of children and young people in Dorset, Hampshire and the Isle of Wight.

The resources on the Healthier Together website/app have been developed in partnership between parents and healthcare professionals from across Dorset, Hampshire and the Isle of Wight. You'll find clear information on common illnesses, including advice on what serious 'red-flag' signs to look out for, where to seek help if required, what you should do to keep comfortable and how long symptoms are likely to last.



WE ARE CHANGING OUR APPOINTMENT SYSTEM

Starting April 15th, 2024, we're updating how you can book routine GP appointments and request medical advice. If you're comfortable using the internet, you can complete an eConsult through our website or the NHS app. If you don't have internet access or find it difficult, you can call or visit our practice, and our care navigators will help you complete a shorter version called eConsult Lite.

eConsult Lite has just four questions which are:

1. How can we help?
2. When did the problem start?
3. What have you tried already?
4. Is there any particular help you would like?

Once you finish either eConsult or eConsult Lite, it goes to our team for review. This team includes specially trained admin staff and a GP. They'll assess your information and decide if you need a face-to-face GP appointment, a review by a GP for tests/referrals/advice, or if you'd benefit more from consulting with someone like a physiotherapist or pharmacist. If they need more information, a care navigator might reach out to you on behalf of the GP.

Providing detailed information in your eConsult helps us direct you to the right clinician or service. We aim to respond by the next working day. Our eConsult service is available Monday to Friday, 8am to 3pm. If we reach maximum capacity for safety reasons, we might temporarily suspend the service. Please wait until it's back up to submit an eConsult.

This new system doesn't affect our urgent care team. If your medical issue is urgent, call us to be added to our urgent care list for the day. We want to ensure you receive timely treatment.

With this new system, there won't be the usual rush to book routine GP appointments at 8am. Now, you have two options: you can complete an eConsult or call/visit the practice anytime between 8am and 3pm. So, you don't have to worry about calling right at 8am hoping to snag an appointment. This change makes it easier for you to reach us and get the care you need for routine issues.

THE CARE NAVIGATION TEAM

Our care navigation teams are made up of 11 receptionist and 5 administrators who have all been specially trained to help navigate patient request to the correct clinician/service.

THE RECEPTION TEAM

Our practice boasts 11 receptionists and 2 reception supervisors. The reception area comprises 5 desks at the back and 1 at the front. Equipped with additional training, our reception team adeptly handles patient enquiries, thanks to close collaboration with our urgent care clinicians. Protocols for triaging patient requests undergo thorough review by relevant clinicians.

Responsibilities of the reception team include fielding all incoming calls and managing face-to-face enquiries at the front desk. They also handle various administrative tasks such as processing new patient registrations, updating consent forms and completing task to sent to them by all teams within the practice and PCN (primary care network).

THE ADMIN TEAM

Comprising 5 administrators, this team collaborates daily with GPs to triage eConsult and eConsult Lite submissions. Guided by GPs, they facilitate patient appointments and provide directional support as part of the clinically led triage team.

Additionally, the admin team manages document processing (averaging 6000 monthly), oversees the practice email inbox, summarises patient records, and conducts searches in our clinical systems to assist clinicians in patient care.

Both teams use their specialised skills to navigate patients through the complex NHS primary care system. Our care navigators are available to direct patients to the appropriate service or team for their medical needs.

All staff at the practice are governed by the same confidently laws and please be assured that any questions our care navigation team ask, the answers will be kept completely confidential. Not answering or answering with incorrect information may mean your medical treatment is delayed therefore, we kindly ask all patient answer our triaging questions factually.

WHY THE CHANGE?

From April 2023 the NHS has encouraged GP practices to look at their appointment system and review ways to help maximise appointments and stop the “8am rush or lottery system” that ourselves and many other GP practices use.

There are now many different roles with primary care including physios, pharmacists, well-being coaches, social prescribers and paramedics. We cannot expect you to know which clinician to see for which medical issue this is why the care navigation role was created. Now specially trained staff can help guide you through the complex NHS system. This means you are seen by the right person in a timely manner and those who need to see a GP do so.

The practice has spent the last year reviewing appointment data and reviewing our protocols. Along with seeing how other practices have successfully adopted this new appointment system we felt this method of appointment system is the safest and much more patient focused.

WHY USE ECONSULT?

Picture this: You need a new prescription, so you ring the surgery to schedule a doctor's appointment. Meanwhile, your neighbour contacts the surgery for an insurance form completion and requests a GP appointment as well. Now, imagine this happening hundreds of times every day, with each patient wanting to see a GP. Unfortunately, there's a nationwide shortage of GPs, exacerbating the issue.

To address this, the government has allocated funds for additional healthcare roles such as pharmacists, pharmacy technicians, care coordinators, and social prescribers, in addition to traditional nurse practitioners, all available at our surgery.

However, the challenge arises when patients aren't familiar with these roles and don't know whom to ask. While some surgeries leave it to the receptionists to decide, this approach has its pitfalls as they lack clinical training to assess medical histories and interpret problems.

Enter eConsult, our solution to this dilemma. You describe your concern, and we match you with the appropriate clinician, ensuring a prompt resolution. This efficient matching process, combined with utilising our diverse staff, enables us to review your eConsult either the same day or the next day. Moreover, the comprehensive questions in the eConsult ensure a thorough understanding of your issue, optimising our triage process.

Behind the scenes, we've developed a specialised system where every eConsult is reviewed and assigned to the appropriate clinician or administrator for non-medical enquiries. Subsequently, you'll receive a callback, text, email, or face-to-face appointment as necessary.

This system streamlines your experience. For instance, if you only require a blood test for your thyroid, we can swiftly arrange it or if a clinical assessment is deemed necessary after reviewing your eConsult, we'll promptly schedule a face-to-face appointment.

Recognising that not everyone can access or use eConsult, our reception staff are trained to assist over the phone, ensuring no one is left without support.

How does econsult work?



1
Need advice for your condition, want to help yourself or have admin requests?

Go to our practice website and click on the eConsult banner



2
Every eConsult will be reviewed by our staff. This may be clinical or admin staff depending on your request.

You may not need to see the GP but another healthcare professional.



3
You will have a response by the end of the next working day.

This may be a face to face appointment, call back, a prescription or treatment advice.

BANK HOLIDAYS

Easter Bank Holiday		May Bank Holidays	
Friday 29th March	CLOSED	Monday 6th May	CLOSED
Monday 1st April	CLOSED	Monday 27th May	CLOSED

If you require any urgent medical assistance on these days please call 111 or visit the NHS 111 website which is www.111.nhs.uk

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

Speak to your pharmacist if you suspect you have:

- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

**Visit your
Pharmacy First!**

NHS
Providing NHS services



ARE YOU ON A WAITING LIST FOR AN APPOINTMENT, OPERATION OR TREATMENT AT ONE OF OUR LOCAL HOSPITALS?

My Planned Care gives you advice and support while you wait and helps you to prepare for your hospital consultation, treatment, or surgery. This includes giving you information about waiting times at your hospital and other supporting and local services while you wait.

Your hospital team will be in touch with you as soon as they can. If you are looking for an update, please check this website before contacting your hospital or GP.

The website is updated weekly and is easy to use.
www.myplannedcare.nhs.uk/



**TAKING CARE
TAKING CALLS
TAKING ABUSE**



**HELP US
FOCUS ON
CARING
FOR YOU.**

We have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and our patients.