



# **Auchtermuchty Health Centre**

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## **WE ARE CHANGING OUR APPOINTMENT SYSTEM.....AGAIN!!**

Following a meeting with the GP Partners and Patient feedback over the last few weeks it has become very clear, very quickly that the changes made to the appointment system have not worked for anyone.

Some of the most common concerns raised have been:

### **Reduced Access**

### **Increased waiting times for routine appointments**

### **Increased DNAs (Did Not Attends)**

### **Longer waits for Patients at Open Access**

**Patients attending with "lists" of problems at 10 minute consultation due to waiting to see GP of choice – thus impacting on following scheduled appointments**

### **Reduced availability for Patient review**

### **Increased pressure on GPs and Triage Team**

**Reduced job satisfaction from Administration Team – misplaced frustration by Patients towards staff unable to meet their demands**

Whilst these are only some of the concerns raised, I am sure you will all have experienced your own individual frustrations.

We are pleased to announce that as from the **8<sup>th</sup> April 2019** the Surgery will revert back to a similar booking system to the one we had in previous years, however we will continue to offer the enhanced option of an Urgent Triage Team for those requiring urgent on the day care.

## **HOW WILL THE NEW APPOINTMENT SYSTEM LOOK?**

- **Pre-bookable appointments** - This will comprise of a mix of clinicians and will offer appointments that can be booked up to 4 weeks in advance.
- **On the day appointments** – Available from 08:00 each day – offers Patients the opportunity to request a GP of choice where available & can reduce the waiting time for a routine appointment.

**\*Please note that when requesting an On The Day appointment with a GP of choice, they may not always be available for that day – All GPs are responsible for taking their turn as the Duty On Call GP, and some of the GPs are also responsible for GP rounds at one of the 3 Nursing Homes we have clinical responsibility for\***

- **Open Access** – We will continue to offer an Open Access service each Monday morning, meaning that NO Patient registered at Auchtermuchty Health Centre will be required to wait more than 5 working days to see a GP. Please note ALL Patients MUST present to reception between 08:45-10:00.
- **Urgent Triage Team** - This will comprise of a mix of clinicians who will deal with the patients who present on the day with an acute clinical need. (e.g. Advanced Nurse Practitioner, Duty On Call GP)
- **House Visits** – We will continue to offer house visits to those who are housebound. Please ensure ALL house visits are requested by 10:00 daily (unless of course it is an emergency)

You can help us by:

- Ensuring we have an up to date telephone number for you. (home and mobile ideally)
- If you feel you require to be seen that day give the Receptionist a general idea what your problem is, this allows us to signpost you to the most clinically appropriate member of the team in an appropriate timeframe.
- If you feel your symptoms are non routine and require to be seen that day please try to call in the morning. Your query will be passed to the Urgent Triage Team.
- Please be aware that the telephone lines are always busy from 08:00 each morning, this is a reflection of the demands being placed on your GP Surgery, we would suggest that if you are looking to pre-book a routine appointment you avoid telephoning in the morning and perhaps telephone from 13:30, this ensures the telephone lines are made available for those Patients looking for an appointment for that day.

**We would like to take this opportunity to thank you for your continued support**