

Welcome to Amherst Medical Practice January 2011 Newsletter

Thank you to the many very kind patients who have provided confectionery of all kinds to go with our coffee, we received a wide and varied selection of truly scrumptious goodies all very much appreciated.

Behind the scenes news.

The behind the scenes team of receptionists and secretaries and administration are all here to help you. The more you can share with us about your needs the better we can help you. What we don't want to know is any personal details but what we do need to know is what your problems or concerns might be, the more you can tell us we are then in a better position to help, assist and often fast track to the right person this may not be your doctor.

Doctors do tell us e.g. that many patients have a consultation only to discuss admin matters e.g. what has happened to a referral? if this is a question you have then speak to your doctor's secretary first they may be able to help.

If your prescription says re authorise again speak to a member of the team because we can fast track this through to the doctor who will feed back via reception any requirements.

The aim of the behind the scenes team is to make sure the doctors have smooth clinical sessions (without interruption) and to provide a helpful service to the patients.

If you are not sure speak to the receptionist or secretary about your concern or query and they will advise if they can help or access the doctor on your behalf, this route might be quicker and efficient for you.

It is important for everyone to remember we maintain our personal lists so your doctor has a personal secretary and a personal receptionist get to know them better then they can help you more.

Managing a GP practice is not just about patients seeing doctors or nurses it is about the environment in which you are seen and maintaining a smooth service for everyone and matching the patient to the need.

Cancelling or re arranging Clinics

This can be difficult for members of the team especially if a situation arises where we have to cancel that morning for a morning clinic. The most important golden rule in General Practice is **CONFIDENTIALITY** so it is very difficult for us on occasions to leave messages with third parties.

If we have your mobile or e mail addresses it makes it much easier for us to contact you personally, we now have a new form Consent to messages and we encourage you to sign up to this so we can leave you a message on an answer phone. Patients are often cross if they turn up for an appointment in a clinic we have had to cancel and this might be because we cannot contact you so if in the practice please take a form from reception.

PRESCRIPTIONS

A prescription clerk is available daily between 10.00 and 12.30. During this time her role is to process all the prescriptions that come in on the repeat slips and e mails. We provide a telephone service for the elderly and housebound, if you think you fit this category do let us know as we record this on the computer that your are eligible for telephone prescriptions. This is the only telephone assistance we provide we cannot provide this service for all of our patients. However we can help if you have a query or concern about your prescription.

If your prescription says re authorise, speak to the prescription clerk as we do have a behind the scenes fast track and we may be able to smooth this pathway for you and save doctor telephone time.

If you need a prescription urgently we can usually help but it does mean you must wait till the end of the morning or the afternoon session as doctors do not like interruptions during their daily clinic sessions, we do try to help you whenever we can but we do ask you to be patient we sometimes just cannot access the doctors immediately.

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This information is very important if you are elderly and you think we should have your relatives details please speak to reception, or if you are a patient and you have elderly parents at the practice it is important we know who you are as we may need to communicate with you. So please help us maintain this important information.

YOU TELL US

We can tell you how our systems work and the best way for you to access all of our services. However we need you to tell us if there is something that you would like us to consider that would be of benefit to patients. Your suggestions make a valuable contribution to the services we provide and the way we provide them.

If something goes wrong for a patient and we know about it we always do what we can to change the system so it does not go wrong for the next person.

TELEPHONE CONSULTATIONS

All of the Partners have a 30 minute telephone consultation period every day. This is for your clinical questions and queries that might save an actual 10 min face to face consultation. Please remain aware of the times your doctor is available. Doctors are becoming frustrated at the amount of patients who ask for a call back at their convenience and then they are not available so they will only call once.

Telephone calls outside of the telephone are going to become restricted to VERY URGENT CALL ONLY. We would appreciate your co-operation which would assist the busy doctors.