

Drs Liversedge, Wong, Yoxall & Peddie

PRACTICE MATTERS

January 2022

How to book routine GP/ANP appointments

We have introduced a new system with which to request a routine GP/Advanced Nurse Practitioner appointment.

On the home page of our website, you will see a similar image to the one on the right, and if you click on the link it will take you to a wealth of information for various illnesses and problems that can guide you through self-care advice where appropriate, or you will have the option to be put in touch with a GP if you cannot find the help you need.

You will be required to enter some personal details safely via a form on the website, and provide a contact number for the Doctor to ring you back on.

You will be asked for some information about your problem, and you will be contacted by telephone in the first instance within 48 hours (excluding weekends and bank holidays). Your submitted form will go directly to the GP to review, so they can determine how quickly you should be seen based on the information you have given. Therefore, it is important to include as much information as possible. There is also the option to add a photograph if this is appropriate and you are comfortable doing so, however we ask that you do not send photos of a personal nature. By doing things in this manner, people who need to be seen quickly will not have to wait a long time for an appointment.

If you do not have access to the internet, a computer, or smartphone, or struggle with using online forms, please call reception and staff will complete a form for you, so no-one needs to struggle unnecessarily. Please note staff will have to ask you for information about the reason for the appointment, so if you are not happy to give this information over the telephone, you might prefer to get someone else to complete the online form on your behalf.

Appointments with the Practice Nurse for blood tests, health checks etc, can still be booked in the usual way, and we will ensure you are booked with the most appropriate nurse for your needs.

Please be aware that this service is only for routine issues, anything that you feel is urgent and cannot wait, please contact the Surgery by telephone as usual between 8am and 6.30pm and you will be offered a triage appointment on the day.

Since we have implemented this system, the waiting time for a routine GP appointment has dropped from 6 weeks to 2 weeks in most instances, therefore improving the service for our patients.



Telephone Triage/Emergency Appointments



If you are offered an emergency telephone appointment, you will be advised that the Doctor will ring you back either in the morning or the afternoon. Unfortunately, we cannot give an exact time when the call will be made as emergencies are dealt with throughout the morning in between pre-booked appointments.

Please ensure that you have given us the correct contact number, and please ensure that you have access to this telephone while waiting for the GP to ring. You will be asked for your contact number at the time of making your appointment, so please ensure this is a number you will be available on.

We are experiencing a large number of instances where patients are not answering their telephones, and then calling back to ask for a further call, sometimes more than twice. This is a huge strain on the GP's already busy workload and means longer waiting times for patients who have booked a routine call and are waiting to be contacted. If you miss your call, it may not be possible to call you again, so please be available on number you have given us. The call most likely will come from a 'private number', so please bear this in mind when you are expecting a call.

COVID booster vaccinations

We are currently contacting patients to book in for their COVID booster vaccine. You will receive either a phone call or a text message with a link to make your appointment.

All of these vaccines are being given at Tonge Moor Health Centre as before, and are not being done in the Health Centre.



To receive the booster vaccine, it must be AT LEAST 3 months since your second dose was given, so if you fall under this time then please do not contact us, as we cannot book your appointment. We are reaching out to all our patients when they are due, so we will get to you to make you an appointment. Please be aware that the guidelines are changing often, and so this information may be subject to change.

If you have registered for online services, when you are invited you will be able to book your appointment via your chosen app, and also on the NHS app. If you are not registered for online services, and you would like to, please let reception know and they will give you your unique details.

Face Coverings



Anyone entering the Health Centre will be required to wear a face covering, unless exempt, under the government guidelines.

If you are attending the Practice for an appointment with the Doctor or Nurse, you will be required to wear a face mask covering your nose and mouth, like the picture on the left. If you attend for an appointment without a face covering, one will be provided for you. However, it is preferable if you can be already wearing this before you enter the building.

#BeKind



We have recently uploaded a video to our website, provided by Bolton CCG, which explains how your GP services are working at present. It also gives an excellent insight into the pressures that are on GP's and Nurses within most practices at present, throughout the country.

We would encourage patients to watch this short video, and we hope that this will give you a better understanding of the NHS since the pandemic.

The demand for GP appointments has skyrocketed since the pandemic, and this is putting a huge strain on the services that are available. As more patients are needing to be seen, more referrals may be needed, more blood tests, more follow up appointments, and this then may cause a delay in patients getting the appointment they would prefer. This is simply due to the increased demand for services, and we ask that patients please take this into consideration.

Many clinicians and reception staff throughout the country have reported an enormous increase in the amount of abuse received by patients, and unfortunately the staff at our Surgery are no exception. Patients are taking out their frustrations on staff, and are even taking to social media platforms to complain about their issue and to criticise staff rather than coming to us to allow us to put a situation right. This is very demoralising for staff members who see this, when they are working so hard to help all our patients as much as possible. We understand that people come to us when they are not well, and can be worried, anxious and feeling frustrated, but this is not acceptable. All our staff and clinicians work within the guidelines set out by NHS England to protect our patients and staff, and everyone has the right to work in a safe environment.

We operate a zero tolerance policy for abuse towards all staff and clinicians within our Practice. If you are unhappy with any aspect of your care, we ask that you put this in writing to the Practice Manager, Gill Warburton, so this can be dealt with in accordance with our complaints policy.

We would like to say a big thank you to all our patients who have supported us through this very trying time!

You can view this newsletter and find lots of other information on our practice website
www.egertonanddunscarhealthcentre.nhs.uk

You can also book, cancel and view appointments at
www.patientaccess.co.uk, or via your chosen app.

Inspected and rated

Outstanding 

