



Hadwen Medical Practice

NEWSLETTER ISSUE 6 – JANUARY 2015

Welcome to the latest edition of the Practice Newsletter. This edition includes details of initiatives to reduce our waiting time for routine appointments, the Electronic Prescription Service, Community Pharmacy Minor Ailment Scheme, and the Friends and Family Test.

Tan Robertson

Practice Manager

Choice+ Pilot/Winter Resilience Funding

Since 1st October 2014, nine Gloucester GP Practices, including Hadwen, have been involved in the Choice+ pilot. This pilot has extended the role of Gloucester Health Access Centre (GHAC) and Matson Lane Surgery to offer additional same day appointments in order to free up time at participating surgeries to enable them to focus on more planned care and support of identified patients. All patients are still triaged by our on call team and only those requiring an urgent appointment which is not related to the ongoing care of a previously diagnosed condition are offered an appointment at GHAC or Matson Lane. Since the start of the pilot we have utilised approximately 45 appointments per week at GHAC or Matson Lane. The pilot will run until at least 31st March 2015. Further funding has been bid for from the Prime Minister's Challenge Fund, if this bid is successful the pilot will be extended for at least another twelve months and will include all Gloucestershire GP Practices.

The Gloucestershire Clinical Commissioning Group (CCG) has received additional funding from NHS England to implement resilience plans for this winter across their health care systems. They have used this funding to provide additional GP weekday and Saturday morning appointments. Since 17th November 2014 the practice has been able to provide an additional

44 weekday appointments, and since 3rd January 2015, up to an additional 36 Saturday morning appointments. The provision of these additional appointments will continue until 31st March 2015.

Both schemes have had a significant effect on reducing the waiting time for routine appointments at the Practice.

The Electronic Prescription Service

The Practice is now able to offer the Electronic Prescription Service (EPS) to our patients. EPS gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. If you currently collect a paper repeat prescription from us you can choose to have it sent electronically to a pharmacy of your choice, saving you time. To use the EPS you need to choose a place for us to electronically send your prescription to. Ask any pharmacy or dispensing appliance contractor that offers EPS to add your nomination for you. Once you have nominated a pharmacy or appliance contractor you can cancel or change your nomination at any time. EPS is a reliable, secure and confidential system and your electronic prescription will only be seen by the same people that currently see your paper prescription. For more information on EPS please visit www.hscic.gov.uk/eps or ask at the Practice or any pharmacy.

Community Pharmacy Minor Ailment Scheme

The Community Pharmacy Minor Ailment Scheme has been launched for Gloucester City Practices and pharmacies. The scheme allows for patients with minor ailments to first go to their regular pharmacy to obtain advice and obtain NHS funded treatments where necessary. It is hoped that the scheme will reduce the need for patients to see their GP to obtain a prescription for treatments that they would otherwise need to buy over the counter.

Friends and Family Test

The Friends and Family Test (FFT) has recently been extended to include GP Practices. The FFT is an important opportunity for you to provide feedback on the care and treatment you have received. We value feedback to help us improve our services, and by completing a FFT form about your recent experience at the surgery you are helping us move forward. Feedback forms are available at all 3 surgeries and also on our website www.hadwenmedicalpractice.co.uk.

Our Appointment System

With effect from 1st September 2014 we simplified our GP appointment system. The appointment types that we now offer are as follows:

Urgent

For patients who need to be assessed or seen the same day. Patients will be seen or contacted by our on-call triage team.

Telephone Consultation

Suitable for patients who do not need to be seen in person.

Routine

Suitable for those patients with non-urgent needs or those requiring on-going treatment. These appointments are available to book up to eight weeks in advance either by using the automated telephone system or by phoning, or calling into the surgery.

A limited number of routine appointments will also be released each day at 1230 for appointments the following working day. These appointments can be booked by phoning or calling into the surgery.

If you do not require an urgent, same day appointment, we would be grateful if you therefore do not phone or call into the surgery until after 1230. This will enable urgent appointment requests only to be dealt with in the morning, and therefore spread demand on our telephone system more evenly throughout

the day which should, in turn, hopefully reducing the waiting time for phone calls to be answered during peak periods.

Please also try and help ease demand by considering other sources of advice and support so that appointments are available for those with the most need. Our website gives good advice about colds, sore throats, coughs, and other ailments. Your local pharmacist can advise you about these issues too. Please also remember that injuries should be seen at the A&E department of Gloucestershire Royal Hospital.

Opening Hours

A reminder that we have extended opening hours on Tuesday's, Wednesday's, and Saturday's at our Glevum Surgery. The practice's normal opening hours are as follows:

Glevum Surgery

Monday	8.00am – 6.30pm
Tuesday	8.00am – 8.00pm
Wednesday	8.00am – 8.00pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm
Saturday	8.00am – 10.30am

St Michael's Branch Surgery

Monday	8.45am – 12.30pm 1.30pm – 6.00pm
Tuesday	8.45am – 12.30pm
Wednesday	8.45am – 12.30pm
Thursday	8.45am – 12.30pm
Friday	8.45am – 12.30pm 1.30pm – 6.00pm

Wheatway Branch Surgery

Monday	8.30am – 12.30pm 1.30pm – 6.00pm
Tuesday	8.30am – 12.30pm 1.30pm – 6.00pm
Wednesday	8.30am – 12.30pm 1.30pm – 6.00pm
Thursday	8.30am – 12.30pm 1.30pm – 6.00pm
Friday	8.30am – 12.30pm