

## MAY 2019 NEWSLETTER

### Script Requests

Apparently there is a button you can tick if your request is urgent – every patient seems to be ticking this button whether urgent or not. Please do not mark it high priority unless you need the script within 24 hours. Many thanks.

### AccuRx – Chain SMS

This is a new messaging service allowing the practice to contact patients directly via their mobile phones and it will appear as 'accuRx' in messages. We hope to eventually be able to get this changed to the name of the surgery. It is vital that we have your correct mobile phone details. Please update the practice if these details have changed.

### NHS 111 App

Have downloaded it, tried it and default position seems to be see GP within 12-24 hours. Useful source of information about common conditions though. You do not need your NHS number to download but if you do not have your NHS number you need photo ID and then have to verify your ID by recording a video of your face! Please note we cannot give NHS numbers out over the phone (in case it is not you doing the asking!).

### Telephone Triage

In order to correctly prioritise patients to the appropriate person in the appropriate time frame, we will shortly be operating telephone triage for emergency appointments. There is a national shortage of GPs with no sign of the workforce crisis being resolved any time soon. Not all patients claiming emergency need to see a doctor – sometimes the Urgent Treatment Centre (previously known as the walk-in-centre), accident and emergency, the pharmacist, physiotherapy, podiatry or the district nursing service might be most appropriate. Please do what you can to assist the front desk staff as they triage. It can be annoying (my 999 and emergency admission calls also are triaged) but it is all done to optimise patient care. You do NOT have to divulge any personal information if reluctant to do so, but additional questions to assess priority might be necessary.

### NHS Telephones

It is now possible to show the surgery number when we make outgoing calls. We have put in a request to the IT department to facilitate this as an increasingly annoying number of phones do not accept blocked numbers (previously all NHS phones were blocked at source). Watch this space.

### Call Waiting

We have previously resisting 'call-waiting' or other menu options but apparently we can now get the facility which simply gives you the number you are in the queue – you might be on the phone for longer but at least it will no longer be the luck of the caller. We have applied for this also.

### May Bank Holidays

Please remember there are two and please ensure you have enough medication. It is very frustrating when we have issued the script urgently as requested only for the patient to forget to collect when the chemist is open. If the out of hours service then has to re-issue a script this impacts on those waiting for urgent care.

### Holiday Vaccinations

Please check when booking a holiday what is needed and allow enough time for the vaccinations to be effective. Pack plenty of sunblock and a big hat! Keep safe.