

Drs R G Crispin, C E Carrigan, A Eggins, H Juganaru

The Clanfield Practice

2 White Dirt Lane Clanfield Waterlooville Hampshire PO8
0QL
Telephone: 023 9259 3285

Website:

www.theclanfieldpractice.nhs.uk

Email:

SEHCCG.ClanfieldSurgery@nhs.net



CLANFIELD PRACTICE NEWS

In order to comply with new Government contractual requirements, we have recently reviewed our current appointment system and availability of appointments with an aim to improve patient access to our practice team.

It is no secret that UK wide GP practices have been under significant strain in recent years, with falling GP numbers, a global pandemic to contend with and the significant subsequent delays this has caused with getting patients into secondary care. Across the country, we are seeing practices struggling to keep up with patient demand, and in some cases closing their patient lists.

NHS England have developed a 'Delivery plan for recovering access to primary care' which they have put together to help make it easier for patients to get the help they need, and The Clanfield Practice are changing in response to the current government plans.

However, workload and demand has now become so high we are having to re-evaluate our system to help deal with the current pressures in primary care.

Current BMA standards for a session of GP care is 4 hours 10 minutes. No more than 3 hours of this should be spent in consultation with patients. Within these limits, adequate rest breaks must be taken. Extending sessions beyond this time risks harm to patients and clinicians. Further information can be found @ [Safe working in general practice \(bma.org.uk\)](http://bma.org.uk)

We have been busy with our Primary Care Network expanding our current workforce of clinical practitioners which includes, Advanced Nurse Practitioners, Practice Nurses, Paramedics, Pharmacists, Specialist Nurses

(asthma, diabetes), Social Prescribers, Phlebotomists, and Care Coordinators for vulnerable groups.

Our aim is to provide access to those that need to be seen on the day and in future appointments. With rising demand we are trialling a new system from the 26th June 2023. We believe this will ensure that you, the patient, are supported by the right medical professional, in the right way, at the right time.

Our current online system 'eConsult' is changing slightly and will now become the main way to ask us for medical advice and for all administrative help (such as an extension to a sick note or for test results). **Please use eConsult as your first choice when contacting us if you can** as this will be the fastest and most efficient way for you and the Practice.

There are two ways that you will be able to ask for medical help:

1. **Via Online system eConsult.** To use eConsult you need access to the internet from your computer, tablet, or smartphone. You will find eConsult on the front page of our practice website www.theclanfieldpractice.nhs.uk

You do not need to register to use the eConsult service it is available to all patients. Just click on the GET STARTED button and follow the instructions. eConsult will be available from 7am – 5pm, Monday – Friday (excluding bank holidays). If we receive an extremely high volume of eConsult requests before 4pm eConsult may be switched off earlier but will be available from 7am the next working day.

2. **If you are unable to use the internet this way, then you should phone the Practice on 02392 593 285. ***

***please note** - If you are unable to use the online service eConsult and choose to telephone or come into the surgery in person to request medical help, you will still be asked to provide details of your symptoms and needs. The staff member will send the information you provide to the doctor via the eConsult system. Using the information provided the doctor will then assess your needs and arrange the next step for you.

What happens next?

There is a doctor on duty from 8am to 6pm who will review all the requests for medical help coming in. The doctor has the information that you have already provided and so can decide what should happen next. The doctor works alongside a team of support staff to organise the next steps.

The doctor will decide what the next step should be. This may be a same day face to face or telephone consultation with a doctor, nurse practitioner, nurse etc; or a less urgent consultation booked in advance with the same range of staff; or advice by reply via email or text message. They may also suggest the issue of a prescription, advice to visit your local pharmacy or other Health Care Practitioner (such as physio, midwife, health visitor) – this list is long but the information you provide will help the doctor to make this decision.

Whatever next step is decided, the supporting staff will contact you by your preferred route (telephone, email or text). **For possibly urgent matters they will always use the telephone.**

It is therefore vital that you keep your contact details up to date (mobile and landline phone numbers; email addresses and home address) and always provide the correct contact details when you make a request. This will ensure the team can contact you when they need to.

IMPORTANT – Please remain available to answer the telephone and regularly check your email/phone messages for a response from the doctor following your initial request for medical help.

Some Frequently Asked Questions

Q: How will eConsult improve my experience of contacting the GP surgery?

A: ALL patients who can, will be asked to use eConsult to contact the surgery for medical advice or administration requests. There will be no need to wait in a telephone call queue.

eConsult is an online system that prompts you to answer questions about your request for medical advice (such as the symptoms that you are experiencing), or the administrative help that you need. This will only take you a few minutes to complete. This information will help our team to prioritise your care and get you the right help from the most appropriate healthcare professional in the correct timescale. Please try to provide as much information as possible to help us to do this.

Q: Can I see the doctor of my choice?

A: If you want to see or speak to a particular doctor or nurse, please indicate this in your request and we will do our best to ensure that continuity of care is achieved.

Q: Why does eConsult ask so many questions?

A: The questions asked depends on the answers you have already given. It's important that nothing is missed. There are built in checks to spot the risk of your problem being urgent or serious – these will be highlighted to the doctor.

Q: Why does eConsult tell me to go to A&E or call 999?

A: You have described symptoms that are potentially life threatening – **YOU SHOULD TAKE THE ADVICE.**

Q: How quickly will the practice contact me?

A: At the latest it will be by the end of the next working day, but the practice does its best to be faster than that. Clearly urgent matters are dealt with very quickly. Please make sure the Practice can contact you when they need to.

Q: What about requests for non-medical help?

A: These go through the same process but are picked up by the support staff and acted upon as quickly as possible.

Q: Why does eConsult close at 5.00 pm, and sometimes earlier?

A: The doctor reviewing the eConsult needs to have the opportunity to get to the end of the list by the end of the day – they work until 6.30 pm. Sometimes the number of requests for help is very high (for example on Mondays) so the system is closed early for the same reason.

Q: How do I book an appointment with a Nurse or a blood test?

A: This has not changed, please continue to phone the appointment line or book online via the NHS app for these.

What do you hope to achieve by changing the appointment system?

- Provide a fair and equal service to all patients
- Ensure consultations are booked in the correct timescales based on clinical need
- Improve access for all patients and reduce wait times on the telephone
- Provide care to patients who have a medical problem which the doctor requests to be dealt with on the same day and cannot wait
- Facilitate 'continuity of care' by having sufficient appointments available to allow patients to be booked in advance with all members of our team including the doctor or nurse of their choice
- Manage demand and improve efficiency
- Reduce the number of patients who fail to attend appointments

Thank you for reading this information to the end and for your support in helping us to create a new appointment system which is designed to improve access to healthcare and your overall experience.

Please use the eConsult online system from Monday 26th June 2023.