



Improving our Telephone System



We are very excited to confirm that we will soon be introducing a new telephone system. Our current system is very outdated and an update is long overdue. We have engaged with X-on Health and will soon be upgrading to their Surgery Connect product. The new system easily integrates to our clinical system and has many benefits not only for callers but for our own clinical and administration team. With our current legacy phone system patients are often met with an engaged tone or join a seemingly endless queue which can increase frustration. Before joining the queue with our new system, patients are welcomed with a recorded message that will offer them options that ensure they are put through to the correct team, often reducing the need to be transferred multiple times. We are also excited that we will be introducing a call back feature providing an option for callers to request a call back when they have reached the front of the queue, thus leaving them free to get on with other more productive tasks or to rest if they are feeling unwell.

We are hopeful that the system will be up and running by the 31st March 2024 and a full training package will be put in place for all staff. We would ask patients to be mindful that there will be some training needs for staff and we will work as quickly as we can to integrate the new system as seamlessly as possible.

Annual survey (2023/24)

As we reflect on the last 12 months we are asking as many patients as possible to undertake a short PPG survey regarding your interactions with the surgery. We have now moved online for our annual survey rather than paper in an attempt to gain more responses. We hope you will support us in completing the survey as your views are important to us.

This is the link to the survey if you wish to participate:

<https://forms.office.com/e/4Ur1PyifAy>

Or pick up a paper copy in surgery!





Extra Clinical Capacity off-site

The Winter period always brings a higher demand for appointments as more people suffer from acute respiratory symptoms due to changes in the weather that require intervention from our clinicians. This year additional capacity has again been commissioned within Staffordshire so you may be offered an appointment to be seen outside of our normal opening hours or at the weekend in one of our extended Hubs i.e. Bradwell Hospital or Basford clinic. These clinics are staffed by GPs or Advanced Nurse Practitioners and all information discussed at these appointments is reported back to the practice and stored within your health record. This service should be seen as an extension to our GP surgery as we are fully aware of any appointments which you attend and any medication which you are prescribed. Please help us by ensuring you are seen and treated as quickly as possible by accepting one of these appointments if they are offered to you.

In addition to acute appointments you could also be seen by a Practice Nurse in one of the routine clinics at Bradwell Hospital or Basford clinic. Again this is an out of hours service in the evenings and at weekends for routine clinical appointments. If you do work or have other commitments in the daytime, speak to our reception team about seeing a Practice Nurse in one of these clinics.



FACEBOOK



We are working hard to enhance our social media presence and as such are looking for more Facebook followers. If you do enjoy social media, check out the practice's Facebook page (Lyme Valley Practice); become our 'friend' and follow our page and regular posts. We currently have 217 followers and would like to see this number increase over the coming months. Join us, you may be surprised what useful information you find.