

Cape Hill Medical Centre.



Access to appointments

In response to patient feedback we are offering walk-in surgeries every morning and also on Monday afternoons. These are 'first come first served' slots for one problem only. As well as being an effective way of dealing with routine problems it has freed up more pre-booked appointments. We also have early morning appointments from 7.15 am on three mornings per week. We would like to keep these free if possible for people at work who have difficulty attending during regular hours.

Booking appointments

We are able to offer online booking of appointments and would like to encourage this option as it relieves pressure on the phones and front desk. To sign up for online booking please bring a means of identification to the reception counter to receive your PIN number and login details.

Newsletter no. 3 Winter 2014

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Frequently attending patients

We have identified a number of patients who appear to be consulting exceptionally frequently and with different clinicians. The needs of some patients for repeat appointments are greater than others but within the group of very frequently consulting patients we try to allocate a 'key doctor' in order to reduce unnecessary and wasteful consulting (especially when combined with non attendance as well).

Up to 30 missed appointments per week contributes to the difficulty some patients have with booking appointments.

Missed GP or nurse appointments

Every week we are losing appointments due to patients not attending but failing to inform the surgery. This means that we cannot reallocate those missed appointments to other patients and is frustrating for patients and staff alike. After discussion with the Patients Participation Group we are implementing a new policy. Any patient who has missed two appointments in a 12 month period without cancelling the appointment will not be allowed to pre-book an appointment for a 6 month period. They will of course be able to attend the daily walk-in clinics.

Cancelling Appointments

If you are unable to attend any booked appointment you can cancel in one of three ways:

- 1 Leave a message on the dedicated cancellation phone line number **565-6763** up to one hour before your appointment.
- 2 By coming into the surgery and speaking to a receptionist up to one hour before your appointment.
- 3 By e-mailing capehillmedicalcentre@nhs.net up to 24 hours before your appointment or by using your online EMIS account if you are registered for this (see page 1)

Thank you.



Appointment Request

Missed hospital appointments

There are similar inefficiencies with missed hospital appointments. Hospital non-attendance often means that an extra surgery appointment will have to be made to reinstate the referral. This also puts pressure on the whole appointment system and administration process.

Prescriptions and scriptswitch

As a result of financial constraints within the NHS, spending in primary care is under continual review. A system called 'scriptswitch' has been introduced in the NHS whereby when a drug is prescribed, the computer automatically searches for the cheapest formulation and prompts the GP to make that selection. Sometimes this could be the same product with a different name (an example would be Laxido Orange instead of Movicol but the actual medicine is exactly the same) or a drug from the same class which is similar in effectiveness and side effect profile (an example would be Amlodipine instead of Felodipine for treating blood pressure). Be reassured: cheaper does not mean inferior.

Sometimes it is necessary to review a group of patients taking potentially more expensive drugs on repeat prescription to see if they are actually doing what they were prescribed for. We do this by means of conducting an audit to do a computer search and if a patient is not responding in the way the drug was intended for, that drug may be removed. For switching to cheaper products or similar drugs from the same class, we do not routinely inform you, but for discontinuation of drugs there is usually a brief note of explanation added to the prescription.



Change of address or phone number.

If you have changed your address or mobile phone number PLEASE let us and the hospital know.

Zero tolerance

We have a zero tolerance policy to violence and verbal aggression of any kind including intimidation and threatening or insulting words or behaviour. Swearing is simply unacceptable and is offensive. A patient will be given a warning letter if this happens and removed from the register if the offence is repeated.

Carer's Group

There is a carer's group which meets regularly to provide support for carers both young and old.



Patient Participation Group

This group meets every three months to give feedback and advice to the practice about anything which might be considered to be in need of improvement or modification. Membership is open to all registered patients. If you are interested in joining, please give your details to a receptionist.

Medicines

If you are on a complex regime of medicines please bring in all your medicines to your appointment as it makes explaining any changes a lot easier.

Feedback.

The practice is always grateful for feedback and takes it seriously. There is a way of making comments on the NHS choices website

<http://www.nhs.uk/Services/gp/Overview/DefaultView.aspx?id=36352>

We particularly appreciate comments when things have gone well.

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