

Practice Response to Friends and Family Test – July/August 2018

Thank you for the positive comments acknowledging the changes we have introduced to make our services more efficient.

The Practice provides blood test appointments for our own patients rather than sending them to Warrington Hospital, Bath Street (Town Centre) or Jubilee Centre (Orford) where patients from other Warrington Practices receive appointments. We have 2 to 3 phlebotomists available every morning from 8.30 through to 12pm providing appointments. There may be times that you need to wait for routine blood appointments due to the heavy workload. Your alternative is to attend one of the 3 other facilities offering appointments.

Some of our GP's do not work full time at the Practice, we therefore advise patients to try to build a relationship with 2-3 Doctors to aid continuity of care.

We have recently changed our appointment system to aid pre-booking routine appointments during afternoon sessions and managing demand for urgent appointments in a morning. We have also put more appointments on-line for pre-booking up to 2 weeks ahead. GP's also have review appointment slots that they can pre-book for those patient who they need to review. Medication review appointments are also pre-bookable.

The Practice continues to introduce new clinical roles within the Practice to manage patient demand for access. There may be times it's not clinically necessary for you to see a GP, a different member of our clinical team will be able to manage your care. I.e Nurse Practitioner, Clinical Pharmacist, Practice Nurse, Assistant Practitioner, Health Care Assistant.