

News and updates from the CGH GP practice which cares for patients at our Gillies, St Andrews, Essex House and Beggarwood surgeries

# CGH September update

We know how much your local GP practice means to you. That's why once a month, we will be sharing updates here on the issues that really matter to you and your family. This will include progress on getting your calls answered faster and being seen more quickly by our GPs and their clinical teams. We will also cover our investment in staff and new technology and provide information on regular clinics, new services and public health initiatives. We will be offering flu and Covid jabs soon, so keep an eye on our website for the latest information.

Claire, Practice Manager

## Did you know?

### To help answer your calls quicker we:

- Are changing the way our reception and admin teams work in our surgeries.
- Have recruited more receptionists this summer to provide extra short-term capacity.

### To get you seen more quickly by the right member of the team we:

- Get a GP to make the first decision on who you should see.
- This means more urgent cases can be seen quicker.

### To recruit more staff we:

- Always pay above the National Living Wage and we are an accredited Living Wage Employer.
- Offer all full-time staff a minimum of 27 days paid annual leave.
- Offer sector-leading pay, benefits and development to keep and attract our GPs and clinical colleagues.

## New staff

We are delighted that two more GPs and an advanced nurse practitioner have joined the CGH team in the last month.

## If you have five minutes today...

- Register for Dr.iQ
- Remind friends and family to use their appointments or cancel or rearrange with as much notice as possible.
- Join our Patient Participation Group (PPG) - details are on our website.



Since our free app went live in June, over 10,000 patients have signed up. It's not just younger people using it, with patients aged 80-90+ also using it to access care and advice digitally. It's not just our younger patients using the app, patients aged 80-90+ also use it to access care and advice digitally. Our patients tell us using Dr. iQ avoided time on the phone or visits to A&E. Our practice teams know that using Dr. iQ has released more appointments with patients getting advice without having to travel in. With new technology, some patients need more support. That's why we have published our latest Q&A - based on questions from our PPG (see column on the left) - on our website.



Inspected and rated

Good



For more information visit:  
<https://cghpartnership.co.uk>

## Last month in numbers:

Our staff answered over

**19,000**

phone calls to our surgeries.

Our doctors and their teams provided

**7,180**

face-to-face appointments...

**4,227**

telephone appointments.

**+800**

patients did not attend their appointment.

Over

**3,500**

patients contacted us via our free Dr. iQ app.