

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

# CGH February update

As you may know, in December 2022, the NHS issued guidance to all GP surgeries regarding Strep A/scarlet fever. This meant that many non-urgent GP appointments needed to be used to see and treat a greater number of children and more vulnerable patients than usual.

We know that this may have caused delays for some routine appointments, and we thank you for your understanding during this time. Our team are working hard to make sure all our patients are seen as soon as possible.

In November we told you that we had made a number of changes to our telephony system to reduce the amount of time it takes you to get through to us on the phone. These changes have helped us to make significant progress in our call wait times. We did, unfortunately, see this progress dip in December during the Strep A/flu spike, but we are happy to report that we are back on track again in January.

We know there are still pressure points where some patients are waiting longer than we, and you, would like. Call wait times remain one of our main priorities and we are continuing to work hard to bring our call waiting times down even further.

Claire, Practice Manager

Inspected and rated

Good



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

## Same day appointments

Did you know that around two thirds of our appointments are reserved for 'on the day' or 'same day' emergency appointments?

When you ask for a same day appointment, our reception team will ask you a few questions about your illness. The receptionist will share this information with one of our GPs working in our triage team.

Our GP will look at the information and quickly decide which team member you should see.

Your appointments may be with a GP, an advanced nurse practitioner, practice nurse, practice paramedic or a clinical pharmacist.

You can read more about each of these colleagues in the image to the left.

## Join our team!

We are currently recruiting for administrators to join our team. If you want to make a real difference to patient's lives, enjoy working with people and can problem solve, then please click [here](#), if you are reading online, to find out more about this role and to apply.

## Our Multi-Disciplinary Team

At CGH, we have a range of clinicians who can see and treat you. You may not always need to see a GP to help get the care that you need.

### GP

- Medical assessment and management
- Long-term conditions
- Complex medical conditions
- Triage

### Clinical Pharmacist

- Medication reviews
- Medication queries
- Hospital medication changes
- Minor illness
- Long term condition support

### Advanced Nurse Practitioner

- Medical assessment and management
- Long-term conditions support
- Prescriber
- Minor illness

### Practice Paramedic

- Minor Illness e.g. coughs, colds, sore throats, urinary tract infections.
- Minor injury

### Practice Nurse

- Medical assessment and management
- Long-term conditions support
- Complex medical conditions

### Healthcare Assistant (HCA)

- Taking blood
- Vaccinations
- Blood Pressure checks
- Health checks

Please remember to cancel any pre-booked appointments with us that you no longer need.