PATIENT NEWSLETTER

MAY 2023

NHS
Providing NHS services

News and updates from the CGH GP practice - caring for patients at Gillies, St Andrews, Essex House and Beggarwood surgeries.

INTRODUCTION

Welcome to our new quarterly patient newsletter. Through the newsletter, we will update you on latest news, services and provide you with some healthcare tips.

In this first edition, we talk about: our multi-disciplinary team, how we organise our on-the-day appointments; sharing feedback and; explain our "team of teams" approach to providing you with continuity of care.
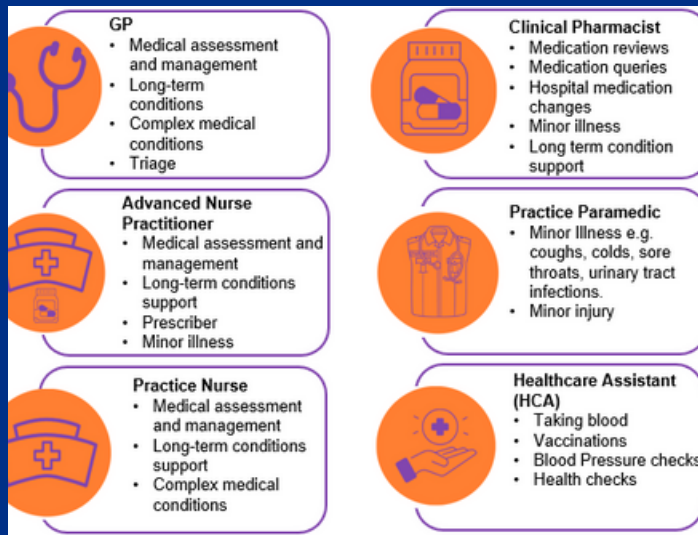
We hope that you find the newsletter informative and helpful.

CGH Team

MULTI DISCIPLINARY TEAM

Our GPs oversee a range of clinicians who can see and treat you. You may not always need to see a GP first to help get the care that you need. Seeing other members of the team helps to free up valuable appointments for those who really need to see a GP.

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

TRIAGE TEAM

Each day we reserve spaces for 'on the day' or 'same day' emergency appointments requests.

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 the triage team.

Requests for on the day appointments are never determined by non-clinical members of our team.

Dr Sarah Longley, one of our triaging GPs explains: "When we receive your appointment request, a GP such as myself, will look at the information provided by the receptionist and decide which member of our team you should see and by when. Triaging requests allows us to book you an appointment with the right person at the right time. This helps to increase access for all patients."

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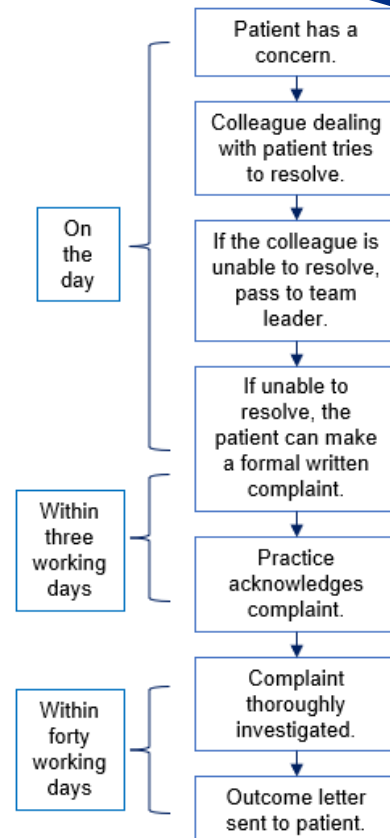
COMMENTS, COMPLIMENTS AND CONCERNS

Your feedback is very important to us. We want you to let us know if you are unhappy or have a suggestion about how we can do things better or want to say thank you to our team. We love to read about your positive experiences with our services - which you can leave through Dr iQ or Google.

If you do have any concerns about our service, aim to resolve them quickly, and if possible, at the time they arise. If your concern cannot be resolved immediately and if you wish to make a complaint, please visit our website to complete a complaint form.

In line with NHS policies, we will acknowledge your complaint within three working days and aim to resolve it within 40 working days.

CGH has a dedicated Complaints Manager who ensures that all complaints are thoroughly investigated and identifies what went wrong so that we can put learnings in place to ensure this doesn't happen again.

Please note, complaints are not added to your medical record and have no impact on any other care that you receive at the practice.

On the day
- Patient has a concern.
- Colleague dealing with patient tries to resolve.
- If the colleague is unable to resolve, pass to team leader.
- If unable to resolve, the patient can make a formal written complaint.

Within three working days
- Practice acknowledges complaint.

Within forty working days
- Complaint thoroughly investigated.
- Outcome letter sent to patient.

TEAM OF TEAMS

We know how important continuity of care is for many people. This is why we have amended how we are structured to help deliver better continuity of care.

We have put in place a 'Team of Teams' structure. This means that within our large practice, we have seven smaller teams of GPs who look after a list of patients. When you call to book a routine appointment, you'll be offered an appointment with your own GP or a GP within your team. The idea behind this is to create a smaller number of clinicians who work alongside one another and who know you.

Each team has responsibility for the care of their patient cohort, including:
- Routine and urgent care (depending on availability)
- Paperwork such as results, documents, internal messages, reports, letter requests and other clinical administrative duties
- Chronic disease reviews such as serious mental illness reviews, palliative care reviews etc.

We allocated patients to teams based upon your existing named GP, so please be assured your named GP is the same unless they have left and/or we have contacted you.

Please note, our practice nurse and HCA teams currently serve all of our patients.