

CHURCHVIEW SURGERY

Newsletter

Summer 2023

NEXT PATIENT PARTICIPATION GROUP: To be confirmed.

Appointment Edition

The surgery has implemented a new appointment system, this is centred around **Personalised Care** as set out in the [NHS Long Term Plan](#). We are now booking appointments with a variety of different clinicians depending on the need of the patient. The new clinicians we now have appointments available for are:

Social Prescriber – our social prescriber is Karen and her aim is to focus on what matters to a patient and to support them. She connects patients to community groups and agencies for practical and emotional support.

Clinical Pharmacist – we have a team of clinical pharmacists who offer appointments every day to support our GPs, they can treat patients and are able to prescribe, they can also deal with any medication queries that patients may have.

Mental Health Practitioner – our mental health practitioner has not yet started at the surgery but she will be here to see patients whose needs cannot be met by the talking therapy service but who also do not need ongoing care from secondary mental health services, they can take on a variety of roles depending on the patient's needs.

Physicians Associate – our physicians associate is Ajit and she has now been

working at the practice for the last few weeks, she offers face to face appointments to patients of all ages. The physicians associate will take a patient's history, carry out the consultation and come up with an appropriate treatment plan. Our physicians associate does not currently have the right to prescribe so all prescriptions are prepared for the GP to sign, the GP is also there to discuss the treatment plan if needed.

RSV Paediatric Hub – we have two hubs one based at Glebefields in Tipton and one based in Smethwick, these hubs have been set up to assess all under 18s who have upper respiratory issues. If a child has these symptoms they will be advised to attend one of these centres if appointments are available.

The idea of personalised care is to allow patients to have more control and choice when it comes to the way their care is planned and delivered. All individual needs, preferences and circumstances are considered.

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On 24.04.2023 the surgery decided to make a change to its appointment system, the reason behind this was to hopefully get every patient assessed by a clinician within 2 weeks of phoning for an appointment, although this may not be an assessment with a GP.

All calls in to the surgery will be triaged and signposted by a member of the reception team who have been fully trained in this by the GPs, once triaged patients will be offered an appropriate appointment. The different appointments offered are:

GP Same Day Appointments – these will be used on the day for patients with more complex acute infections.

GP Future Appointments – these will be used for ongoing problems and also for results and follow ups (result and follow up appointments may be booked outside of the two weeks).

Pharmacist Appointments – we have 10 of these appointments available daily and they will be used for; upper respiratory tract infections, urine infections, eye infections, skin infections and skin infections.

Physician Associate Appointments – these appointments are available on Wednesday afternoons and all day Thursday and Fridays, patients will be booked in if suffering with acute infections but the Physicians Associate will only deal with one complaint per appointment.

Frequently Asked Questions:

Do I still have to call at 8am?

If you are requesting an appointment for the same day it is advisable to still ring at 8am as these will be given out on a “first come first serve basis”

Can I see my usual GP?

We will do our best to book you in with your usual GP if they are available, if they aren't we will offer an alternative GP to you

What happens if I don't want the appointment that is offered?

We will do our best to accommodate your choice but the reception staff do have protocols to follow, if you are not happy with the advice you have been given the query will be escalated through the management chain and to the GP if needs be. Please Note that this can delay getting the care you may need

Does my age affect where I will be seen?

Age does not play a factor in the options you are offered unless you are a child. All under 5s are required to have a clinical (not necessarily a GP) assessment the same day. All under 18s with respiratory issues are referred to the RSV Hub