

Quote of the Month: "Health is like money; we never have a true idea of its value until we lose it!". Joss Billings



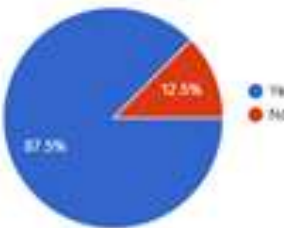
May should be about Flowers; but what about Appointments?

This is certainly a time when you can get some great flowers for the garden – but getting an appointment at the Maltings has become more tricky. This month we focus on two issues – appointments and appointments; well the second point is actually on the survey but you told us about all your concerns over appointments!

Our Survey said.....

1. Over 90 Responses

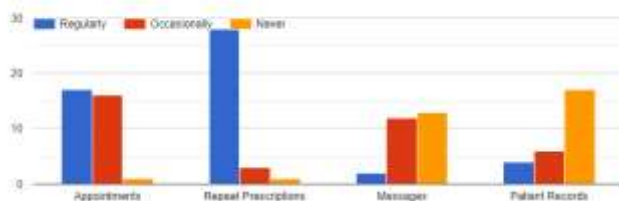
Do you use Patient Access?



And the vast majority (87.5%) of our patients have registered for Patient Access (the online system for prescriptions etc.)

2. And for a wide variety of Reasons!

Can you tell us how you use Patient Access?



Prescriptions are by far the most popular, and we need to recognise that the Practice's preferred method of contact for non-urgent messages is by Patient Access! But the following comment was typical on appointments:-

I have been unable to find any doctor appointments online for some weeks. A message on screen tells me to call surgery if unable to get online appointment. When I call the surgery and wait for my call to be answered the Spiel tells me to use the online appt system!!!!

That's the reason the system is changing.

Feature of the Month



Appointments at the Maltings Surgery

It's clear that getting an appointment has become extremely difficult and that's why the system is changing. Here are the critical points that will make a significant difference for us all:-

- **Urgent "On The Day" Appointments** – a new system will be introduced from June 19 whereby a strong team will be established to respond to urgent calls on the day.
- **Rigorous Assessment and Pathways** – patients will be fully assessed and a pathway established to ensure they get the help they need "on the day" to the maximum extent possible.
- **More Routine Appointments** – by treating urgent situations in a more comprehensive way, that should free up more appointments for routine/planned doctor appointments.
- **More Responsive Telephone Access** – additional staff will be allocated to respond to telephone calls for "on the day" access to a Healthcare Professional.
- **Read All About It** – read the Practice's statement in full on the Surgery Web Site at - www.maltingsurgery.co.uk/new-appointment-system-find-out-more/
- **Hear All About It** – we'll be discussing the new system in depth at our next **PPG Meeting** on June 7th – all welcome; it starts at 7:00 pm and finished at 8:30. But do try and be prompt; for security the Surgery Door needs to be locked promptly at 7:00 pm.