








Quote of the Month: "The first wealth is health". Ralph Waldo Emerson

School Holidays Again!



School holidays and April Showers are never a good combination! But those lighter evenings and (hopefully) some warmer weather mean it's a great time to get out and about and clear away those winter blues! And, what's more, a healthier you will improve your chances of avoiding going into the Practice!

	<p>What's Your Experience? Many patients have complained about issues at the Practice recently. In this newsletter we drill down into the problems and what is happening.</p>	
	<p>Appointments Problem: there are very few appointments available when we need to see a Doctor Cause: two of the partners have been sick for a while now and that's meant that the surgery hasn't been able to schedule as many appointments. It hasn't been possible to find qualified staff on a short-term basis.</p>	<p>1. Appointments</p> <ol style="list-style-type: none"> 1.1 One of the Doctors is returning soon, so that will help; in addition, two new Doctors have been appointed; they will be starting very soon. 1.2 Earlier this year two Paramedics were appointed; they have been in training and they are now starting to take on home visits and supporting tasks within the Surgery 1.3 Additional nurses have been recruited and the Practice is now at full strength. <p>NB we send our best wishes to both Doctors for a speedy and full recovery.</p>
	<p>The Telephone Problem: getting hold of anyone on the telephone has been really difficult and results in a long wait in a queue. Cause: the old telephone system didn't have the capacity for the calls that were being received; a new system was installed in January but there have been teething problems.</p>	<p>2. The Telephone</p> <ol style="list-style-type: none"> 2.1 The new phone system is a very high spec and is the latest in technology. Whilst it's easy to use, it's hard to use well. So there is a learning curve to go through 2.2 The volume of calls is significantly higher than usual – hardly surprising as there are few appointments online! 2.3 The technical staff have identified a problem with the system that has now been fixed.
	<p>Patient Access Problem: people are getting locked out of the online Patient Access system, can't see any appointments, and finding it very difficult to use. Cause: there has been a new release of the Patient Access System (provided by EMIS) and that has led to three main problems:-</p> <ul style="list-style-type: none"> • The old number identifiers are no longer supported – everyone needs an e-mail address • The interface is different and we can't find what we are looking for • The display when there are no appointments is "user hostile". 	<p>3. Patient Access</p> <ol style="list-style-type: none"> 3.1 There's nothing the Practice can do about the e-mail as a means of authentication issue – it's something we're going to have to accept unfortunately. 3.2 The display when there are no appointments has been reported as a bug. 3.3 Finding major problems – go to https://support.patientaccess.com/ 3.4 And finally, you can help – tell us about your experience of Patient Access – go here for a very simple survey that'll take just a few moments of your time. https://forms.gle/jyZcZDr1GJVkZYf67

If you want to opt out of the newsletter or further Information contact Alan Bellinger at abellinger@gmail.com