

EYNSHAM MEDICAL GROUP PATIENT NEWSLETTER

July 2022

Summer is now well underway. As we reflect on the difficult years we've shared recently, despite the ongoing challenges, we hope we can move forwards together with our patients towards a more positive future.

LOOKING BACK OVER THE LAST 2 YEARS...

1. During the pandemic we worked with amazing volunteers to deliver medications to hundreds of patients and helped monitor them at home.
2. We delivered over 18,000 vaccinations (still ongoing most Fridays at Long Hanborough)
3. We recruited 478 patients for the Janssen Covid-19 vaccine trial – now in clinical use.
4. We opened our new, purpose-built Long Hanborough surgery

LOOKING FORWARDS...

1. In the Autumn, our appointment system will be changing...please see below.
2. To better inform patients we are introducing bimonthly newsletters (hard copies in the reception rooms and on our website)
3. Our team continues to change (please see overleaf)
4. We are introducing a 'virtual' PPG alongside our in-person group (see overleaf)

PLANNED APPOINTMENT SYSTEM CHANGES

During the pandemic NHS England mandated the use of telephone appointments. However, we recognize this has been difficult for some people. We have worked hard with patients to redesign our system and recruit sufficient staff to launch this in the Autumn. We will let you know as soon as we have an exact date.

We hope the new system will enable us to best meet patients' needs by considering their preference for appointment type and timings, directing them to the most appropriate person within our team, and by trying to maintain continuity with their usual GP or other team member.

You will be able to book an appointment:

- **By using the econsult tool online (we hope to change this to a simpler online form soon...please watch this space)**
- **By telephoning our reception team during working hours**
- **In person at either practice**
- **Online: nurse, healthcare assistants, and clinical pharmacist** (blood tests, injections, cervical smears, and chronic disease or medication reviews)

Our reception staff have been trained to gather some basic information to enable a doctor to assess who might best help you. We will also ask the urgency of your need, the person you would like to contact, your preferred appointment type (phone/face-to-face/email or text), when you are unavailable, and your preferred mode of contact (text/email/phone). The more information you can provide the easier this makes it for our team and the more likely we will be able to offer you a suitable and convenient appointment.

Your request will be triaged within 24 hours by a GP. Urgent issues will be triaged and dealt with the same day. Our team will use your preferred contact method to let you know what day and time we can offer you an appointment – it is easiest if we can text you unless this is difficult. We will do our best to offer your preferred type of appointment. Appointments will be bookable 3 weeks in advance. If the time you are offered is not convenient, we ask that you ring our reception team to change it.

We welcome feedback and will be hosting a webinar nearer the launch time to answer further questions.

