

Improving Access To Appointments!

As the demand for GP appointments continues to rise, we recognise that it can sometimes be difficult to get an appointment within the timeframe you require. We have listened to your feedback, and the results of the recent GP Patient survey, and are committed to making it easier for our patients to access the **right person** at the **right time** for the care that you need!

Currently appointments can be made up to 6 weeks in advance, which not only makes it harder to get a 'soon' appointment, but also means that these appointments are more likely to be missed. Research shows that the DNA (did not attend) rate for appointments booked more than a week in advance can be as high as 9% - that's up to 90 appointments per week!

Changes to Appointment Booking

From **1st December** we will be changing our appointment booking to reduce the number of appointments booked in advance, making more available for 'on the day' and 'soon' appointments (within 1-7 days) with the aim of seeing your usual GP and being able to see the same GP for an ongoing problem.

What appointments will be available to book?

- **Urgent Care Team** - we will still have a team of GPs and Nurse Practitioners providing same day telephone triage and appointments for urgent problems on the day
- **Routine Appointments** - these appointments will be bookable up to 7 days in advance, where possible this should be with your usual GP or the GP you have been seeing for a particular problem
- **Workers Access Appointments** - these appointments will be during our late evening, early morning and Saturday extended hours, making it easier for those who are unable to attend during normal hours
- **Telephone Appointments** - these will be bookable up to 14 days in advance and can be used for problems and follow ups that don't require examination

If a GP needs to see you for follow up they will be able to book further in advance if appropriate, however they may ask you to call nearer the time to arrange an appointment.

What are the benefits for you?

- **Sooner** access to see a GP when you need to
- **Reduced** waiting times to book an appointment
- **Improved** continuity of care with your usual GP for ongoing problems
- **Urgent** care team able to deal with urgent problems more quickly
- **Decrease** in DNA's meaning more appointments available

Other ways to improve access

SystemOnline

Help us reduce our telephone waiting times by registering for online services! You can book appointments, request repeat prescriptions and view your medical records and test results without needing to pick up the phone. Speak to our Reception Team to get your secure username and password.

eConsult

Get advice about a medical condition by choosing what's wrong either from an A-Z list of common illnesses or by selecting which body part is affected. You will then be taken through to answer questions about your symptoms, once you've finished the details are emailed to the practice and you will be contacted by the end of the next working day.

This service can also be used to request medical certificates and information about referrals or test results. Visit www.arnewoodpractice.nhs.uk for more information.

Use The Right Service

You may not always need to see your GP when you are unwell; many issues can be treated at home using advice from your Pharmacy or NHS 111. Visit www.usetherightservice.com for more information.