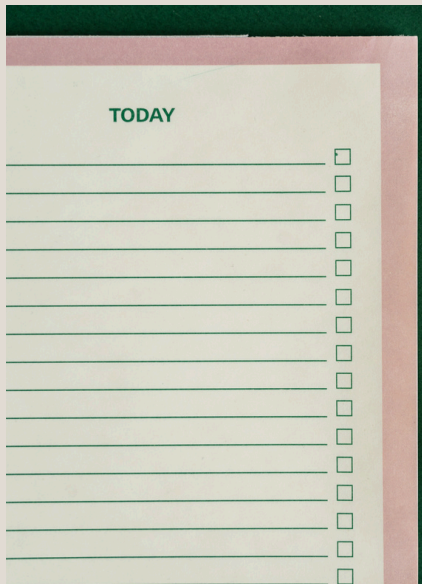




WELCOME TO OUR

Quarterly Newsletter

◆ The Total Triage Update



The surgery introduced a total triage system from the 8th of April to reduce the morning rush on the telephone and at the front desk, and to eliminate the possibility of booking an appointment on a first-come, first-served basis. This ensures that appointments are booked with the appropriate clinician or service. Every query or appointment request is triaged by the duty doctor, who will either deal with the request or assign it to the appropriate clinician. Since total triage was introduced, we have noticed an increase in capacity, a better attendance rate, and better utilisation of capacity.

↓ In this newsletter you will find:

Latest updates, current campaigns, and more. Keep Reading!



Our Latest Call-Back feature

WE ARE ALWAYS STRIVING TO IMPROVE PATIENTS' EXPERIENCE!

From the 10th of May, the phone system was upgraded to reflect that.

We now have a call-back option.

Patients are no longer required to wait in the queue until their call is answered. You can now opt for the call-back option, which means your place is kept in the queue while you go about your day, and when you reach the front of the queue, the system will automatically call you back.

You need to ensure you have the phone you called from with you and that you answer the call; otherwise, you will have to start the process from the beginning.



NHS launches catch-up campaign for Whooping Cough vaccination

With cases of whooping cough, which is a bacterial infection that affects the lungs, continuing to rise sharply across the country, it is vital that young infants and pregnant women get the protection they need.

Vaccination remains the best defence against whooping cough.

If you are pregnant and have not been vaccinated yet, or your child is not up-to-date with whooping cough or other routine vaccinations, please contact your GP as soon as possible to make an appointment with the Practice Nurse. If you or your child show symptoms ask for an urgent GP appointment or get help from NHS 111.

Cervical Screening Campaign

Cervical screening is a free health test available on the NHS as part of the national cervical screening programme. It helps prevent cervical cancer by checking for a virus called high-risk HPV and cervical cell changes. Cervical screening can stop cancer before it starts! In the UK, you are automatically invited for cervical screening if you are:

- between the ages of 25 to 64
- registered as female with a GP surgery.

You may get your first invite up to 6 months before you turn 25. You can book an appointment as soon as you get the invite.

How often will I be invited for cervical screening? Your cervical screening result will help decide when you are next invited for cervical screening.

You may be invited every year, every 3 years, every 5 years or straight to colposcopy for more tests.

If you have symptoms, contact your GP surgery about having an examination. Do not wait for the cervical screening invite letter. For more information visit:

<https://www.nhs.uk/conditions/cervical-screening/>

Don't ignore your cervical screening invite. If you missed your last cervical screening, contact the practice to book your appointment with the Practice Nurse.



APPOINTMENTS NOT ATTENDED
IN JUNE
430

Contact number 01424 464756

WWW.THESTATIONPRACTICE.CO.UK

Cancelling your appointment!



IF YOU CAN'T MAKE IT, CANCEL IT

Forgetting to cancel your unwanted GP appointment can prevent someone else from being seen. So if you can't make it, cancel it. Missed appointments are one of the main factors which contribute to a strain on time and resource within the NHS, so reducing them is essential for both improving patients' access to health services and reducing the demand for appointments.

There are things you can do to help reduce DNAs:

- Cancel your appointment by phoning us on 01424 464 756, Monday to Friday or by using the 'cancel' option on your Online Access account or by texting back on the appointment reminder 'CANCEL'
- Make sure all your details are up-to-date next time you visit your GP – that way we can send you text reminders;
- Put the date in the diary or an alert in your phone so you definitely won't forget!

Named GP for all patients

From 1st April 2015, practices are required to allocate all patients with a named accountable GP. Your named doctor will be allocated to you by the practice, on registration. The named GP is responsible for the coordination and delivery of all appropriate services, where required based on clinical judgement, to each of their patients.

- Patients do not need to see their named GP when they book an appointment with the practice.
- Patients are entitled to choose to see any GP or nurse in the practice. Your named GP will not be available at all times and if you needs are urgent, you may need to discuss them with an alternative clinician.

Contact number 01424 464756

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