



WESTBURY GROUP PRACTICE

We would like to offer our thanks to all those patients who offered us their feedback during our survey. Thanks also go to the members of the Patient Participation Group (PPG) who helped a great deal with the administrative side of the survey. You can see the survey results on our website 'Surgery Information' pages. We are very pleased to see there were positive responses to the new online option, surgeryconnect, and that there were a great deal fewer concerns raised about the telephone system.

The PPG is always looking for new members to join their team. You can find more information about the PPG and what it does, via the PPG link that is also on the Surgery Information page.

We have published several articles about the surgery over recent months; here is a summation of those we have been asked most frequently about.



White Horse Health Centre

In answer to Frequently Asked Questions about reception

Why does the Receptionist ask me why I am calling?

They ask this in order to ensure you see the most appropriate clinician based on the symptoms you describe. Please note that this will not always be a doctor. The Receptionist job must be one of the hardest in the surgery; the team are not gatekeepers; they are not dragons; they will not stop you from seeing a doctor if your symptoms indicate this is clinically appropriate. We have a number of highly skilled and experienced other clinicians in the surgery and you will have been directed to the most appropriate one. The Reception team will always try to help you in the most appropriate way with the available resources we have to do this. Please treat them with the courtesy and respect they deserve.

How are the non-clinical Reception team able to make these judgements and assessments?

New members of the Reception team enter a 3-month long induction programme. The content of the training is available to see on the website. In addition, a senior clinical Partner has provided the team with information on what we call 'red flags', which are symptoms that might indicate a serious clinical concern, and these will be managed in a clinically appropriate timescale. For the last year we have also located a doctor within the Reception team area; this allows the receptionist to quickly and easily check with that doctor to see how best to help a particular patient.

Appointment reminders by SMS

We will soon be sending out Appointment Reminder SMS messages about your upcoming face-to-face or telephone appointment. A great many appointments are wasted due to non-attendance and it is in all our interests to reduce this as much as we can.

Please note that our appointment system means we must book a telephone call appointments for a specific time, for example 10:40 or 16:10 but we cannot guarantee this will occur at that specific time.

Telephone call appointments booked for a morning slot will take happen between 08:00 and 13:00. Those booked in an afternoon slot will happen between 13:00 and 18:30.



Telephone call back option

When you call the surgery you will be offered a 'call back' option if you select 'appointments'.

This is an automated process where you will be called back in the same queue position as when you phoned. This has been positively received by many patients as it means you do not have to wait on the phone. We ask to ensure that you stay near your landline, or mobile for the call back. We will try to call you twice and if we are unable to contact you, you will need to re-contact the surgery.



Who does what?

Social Prescriber

Social prescribing supports patients with a range of local, non-clinical services to support their patient's health and wellbeing. This is not about the prescribing of medications. Social prescribing recognises that people's health and wellbeing are determined as well, by a range of social, economic and environmental factors, and social prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health and wellbeing and giving people the tools to enrich their own lives long term.

Advanced Nurse Practitioner (ANP)

ANPs are nurses who have completed further training over the course of several years. Often ANPs will have a special interest in, for example, diabetes care, Frailty or Critical Illness Management. ANPs can 'see, diagnose, prescribe' and refer and this means they can usually help a patient without having to refer to a doctor.

Paramedic

Our three paramedics are at the surgery to see on-the-day acute appointments. They can assess a variety of different conditions and see a variety of ages from

the young and the elderly. Like doctors, paramedics can refer to specialist care teams within the hospital and request blood tests for the GP to follow up on. The paramedics here at the surgery also provide home visits for those unable to come into the surgery. This allows the GPs more time to see patients within surgery.

Clinical Pharmacist

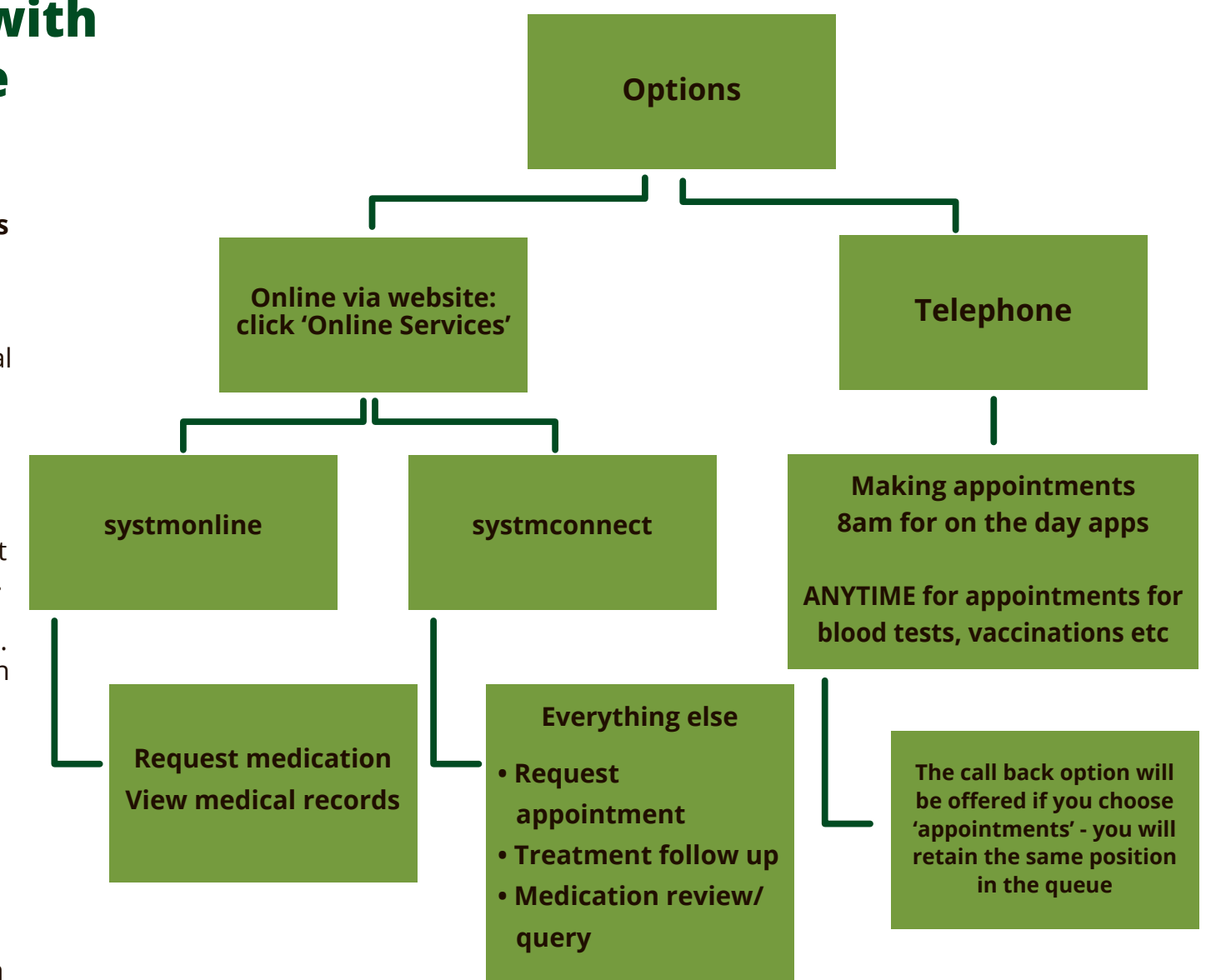
Our 3 Clinical Pharmacists all undertake broadly the same role within the surgery and have the same level of knowledge (after 5 years training) as the pharmacists you might see in Boots or Preddy's; their roles are quite different though. They undertake medication reviews to ensure each patient's medication is appropriate to continue with. This decision will be based on test results and previous recent medical history. The pharmacist does not always need to speak to the patient to complete these reviews. They will also review high-risk medications, e.g. methotrexate, and ensure that all blood tests are up to date, respond to medication and script queries. Pharmacy Technicians work alongside their pharmacist colleagues; they cannot prescribe medication but can discuss and provide information and guidance on the medications you are taking.

Getting in touch with the Health Centre

Here you will see how to get in touch with, or get information from, Westbury Group Practice – the primary way we recommend is online!

On our website 'Contact' page you will see our email address bswich.wgppatientvoice@nhs.net for general enquiries. On our 'Prescription' page you will see that team's email address: bswich.wgpprescriptions@nhs.net for medication queries and requests.

Our new website was introduced last year (<https://westburygrouppractice.nhs.uk/>) and on the main page at the top, you will see 'Online Services'. Click on that and you will see you can choose Appointments, Prescriptions and various others. From any of these choices, you can be online in just a few clicks, and you will see 'systmonline' which many of you will be familiar with. You will also see 'systmconnect' which gives you additional functions. The names are very similar, and they do a lot of similar tasks; please see the diagram to the right.



As always, we welcome your thoughts and feedback on the service we provide. You can do this via our email address: bswich.wgppatientvoice@nhs.net , or by popping into the surgery.

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<https://westburygrouppractice.nhs.uk>

