

Saltscar Triage system prioritises patients

WHEN YOU RING for an urgent appointment the receptionists will ask a few quick questions about the nature of the illness. *They are not being 'nosey' or trying to prevent you from seeing one of the medical team!* This is called *Triage* and has been used at Saltscar surgery for many years.

Because of the growing demand on GPs the questions are designed to ensure that you see the most appropriate clinician as soon as possible.

If you are anxious, you can ask a doctor to call you back as soon as one is free. Quite often the receptionist will ask one of the doctors to call you back – as near as possible to a time that suits you – to get more information in order to decide what is best for you.

Nurses offer quicker treatment!

Our nurses can deal with minor injuries such as a nasty cut or a simple sprain without the patient waiting for a doctor to be free.

Saltscar surgery has time slots reserved for emergency 'same-day' appointments every day.

Children under 12 years will always be given a same day appointment with a doctor.

Phone a 'friend' - a Nurse Practitioner



You can also ask to speak to a Nurse Practitioner, who can usually arrange to see you the same day. These highly qualified nurses can prescribe medications and refer you to other NHS services and doctors whenever necessary.



Don't get caught!



TO GET FREE MEDICINES patients must qualify for an exemption certificate which must now be renewed every five years.

Patients with certain long-term conditions or in receipt of certain benefits are exempt from paying for their prescriptions. Previously the certificates were 'open-ended' and could be used as long as the condition persisted. Patients aged under 60, (when free prescriptions become automatic), must now be reviewed and renewed every five years.

Recent prosecutions

A number of patients, all of whom suffer with diabetes, have been prosecuted recently. They were accused of fraud because they used out of date Payment Exemption Certificates when picking up their medication, not knowing that the certificates should have been renewed.

If this applies to you, please bring your existing certificate to the surgery before you need your next stock of medication.

Need a Doctor today?

DOCTORS AND NURSES are available Monday to Friday, 8.30 am to 6.00 pm. The receptionist will ask a few quick questions so that you can be referred to the most appropriate clinician as early as possible. This is called *triage* and ensures that urgent cases are promptly assessed & treated.

We will arrange to call you back as soon as one of the medical team is free or as near as possible to a time that suits you. If you need urgent attention, you will be given a same day appointment, as are all children under 12 years.



Spring Bank Holiday

THE SURGERY WILL BE CLOSED all day

Monday 25th May

Please check your medication to ensure you are not due to run out during the holiday weekend

FOR URGENT MEDICAL ADVICE CALL 111

Electronic Prescriptions



PRESCRIPTIONS CAN BE sent from the consulting room direct to the pharmacy of your choice. To ensure your privacy, it is sent by secure electronic data exchange, not in an email.

If you routinely use the same pharmacy, register it with us the next time you visit the surgery. The speed of the service depends on the workload on the day and the pressure on the pharmacies.

Repeat prescriptions still take the usual 48 hours to allow time to review them. Order online at our web site: www.saltscarsurgery.nhs.uk. We will electronically transfer them to your preferred pharmacy where you can collect 2-3 days after you order them.

New Web Site for Surgery



SALTSCAR SURGERY has a new web site. Check it out at:

www.saltscarsurgery.nhs.uk

The website name now ends with 'NHS.UK' not with the usual 'co.uk'.

The PPG and the Practice are working together to implement a new, improved website. It has all the features of the original site but will be easier for practice staff to keep it up to date. Some of it is still 'work-in-progress' but the main features are already in place. Look out for news of this development in the near future when we will announce its full implementation.

Nurse Christine Russell returns from Nepal



NURSE CHRIS RUSSELL spent three weeks in April helping nurses in a Nepalese clinic and working with local school teachers.

'These people have absolutely nothing yet they are so grateful for any help or small kindness you can offer,' said Chris. 'An egg was a luxury food, when we were offered one each, we spontaneously decided to share it so that our hosts could enjoy the other egg.' In her spare time, Chris tried white-water rafting!

Chris returned from Nepal only days before the country was devastated by the recent earthquakes.

Patient Satisfaction survey

The Patient Participation Group (PPG) carried out a survey of over 100 patients during March in the waiting room. Some of the results are very impressive in particular, of those surveyed:-

- 84% would be likely or very likely to recommend the Saltscar Practice to a friend or relative.
- 90% feel fully involved in their care and treatment.
- 88% felt their treatment was excellent or very good.
- The treatment, waiting rooms, reception and toilets are perceived to be clean and hygienic.
- 73% feel the opening hours are convenient.
- 66% would know how to make a complaint.
- 81% feel most staff are pleasant and helpful.
- 92% say that doctors and nurses always treat them with respect, compassion and kindness.

However, there is room for improvement in several areas:-

- Access to doctors via the appointment system was only highly rated by only 59%.
- Only 45% said they could see a named GP or a GP of their choice.
- While the overall view is that staff are helpful & caring, some patients that some reception staff were abrupt or uncaring.
- Very few patients know about the room for private discussions or breast-feeding.
- Only 48% know of the triage system or how it works – see article overleaf.
- Many patients don't know about the Practice website
- Some patients say they were not always able to get through to the surgery on the phone.



The PPG are in discussion with the Practice to agree an outline action plan to address those issues we feel can be improved. *Our thanks to all who took part.*

Saltscar Patient Group

THE NEXT MEETINGS of our patient participation group will be at 5.15 pm on *Wednesday 6th May* and *Wednesday 3rd June*.

Patients are welcome to join the group, perhaps to find out how the surgery 'ticks' or to raise a point of concern. An email to the Practice Manager at suzanne.wilson2@nhs.net letting us know you are coming will help to ensure that we can comfortably accommodate everyone.

