



Patient Newsletter

Urban Village Medical Practice

Appointments

Over the last couple of months the appointment booking system at UVMP has changed. We are aware that some of these changes have not been communicated very well so we would like to try and change this as we move forward.

We would like to share information as to our practice and also some of the information that we receive as part of a national picture (as in what practices across the country have told to do).

Hopefully by sharing this information you will be able to understand more about the appointment system and why we needed to change.

We would also welcome feedback from patients, as this is important to see if we can do things better.



*Urban Village
Medical Practice*

Current opening hours

- ◇ Monday 8:00 - 18:30
- ◇ Tuesday 8:00 - 18:30
- ◇ Wednesday 8:00 - 18:30
- ◇ Thursday 8:00 - 18:30
- ◇ Friday 8:00 - 18:30

Family Planning Clinic
Tuesday afternoon
Wednesday morning
(fitting of coils & implants)

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Introduction - New Manager

My name is Michelle Carmichael and I'm the new Practice Business Manager here at UVMP. I have worked in primary care for over 25 years in a variety of roles so hopefully my knowledge and experience will help develop the practice and ensure we continue to provide an excellent standard of care for all our patients.

Part of my role will be to look at what we currently do and to see if we can do it any better and more efficiently (as there is always room for improvement).

I will also be working with the practice team to prepare us for our next CQC (regulator) visit.

As a practice we are more than happy to listen to feedback/suggestions so please feel free to let us know (suggestion box will be in the reception area). Any changes will be communicated to you.

IMPORTANT NOTICE

Please **do not** attend the practice if you have symptoms of Covid or waiting on Covid test results.

Presenting at the practice puts staff and other patients at risk.

Appointments - General

Before March 2020 the appointment system in the practice was bookable direct over the phone with our reception team. This had some benefits as your appointment could be booked there and then and you knew the date immediately. Although this may have felt efficient for you as an individual patient it sadly created several problems for other patients and staff.

- Call waiting times increased
- Demand for on the day appointments increased
- Demand for routine appointments increased
- Patients with complex needs couldn't get through on the phone

As a practice we have a duty of care to look after all our patients and staff so we needed to look at what we could do to address the above issues.



Appointments - Covid Times

COVID 19 - March 2020 onwards

Coronavirus changed how we wanted to plan our new appointment system. Our aim was to engage and communicate with our patients as to what worked well and what needed looking at but sadly Covid took over this plan.

Every practice within the country had been given clear direction to use an appointment model of 'total triage first' as this allowed practices to screen possible Covid cases before they presented at the practice. This meant that all patients needed to be contacted before being offered a face-to-face appointment at the practice. We have never closed our practice, we just operated in a different way and we still do this now.

Patients over the last couple of months have been offered:-

- Telephone consultations
- Video consultations
- Face-to-face appointments (after screening)

We are contractually obliged to ensure that we function as Covid secure so this means we have to put measures in place for the safety of our patients and staff within the building. We are sincerely not trying to be awkward or obstructive we are just trying to keep everybody safe in these uncertain times.

The information on page 4 illustrates what we have delivered since March 2020 and as you can see from these figures we have not been closed.

We welcome feedback/suggestions from our patients as this is important to understand the need of our population.

We strive to improve any of the services we offer and work collectively as a team to look at the ways we deliver patient care



Appointments - Current

At the end of July a decision was made to introduce a new online system. The system involves contacting the practice by submitting an electronic form online. If you have trouble completing this form or do not have access to the internet you can still contact the reception team by phone who will be happy to help complete this or answer your query.

The form gives the choice of:-

- Seeking medical help
- Ask reception a question
- Request medication
- Request appointment with practice nurse/HCA

This new system has allowed us to capture the demand on our practice which in turn will hopefully help us change the appointment book as and when needed.

The system has also shown us that 'on the day demand' is growing at a rapid pace and unfortunately this is not safe or sustainable. The services we offer in the practice need to meet the demands of all our patients so we have to look at a system to accommodate all of these requests.

We ask that when you select the option for contact from a clinician that you think about your need at that time. Not all problems need to be seen to on the day, some things can wait for a 'routine appointment' or contact. If we continue to see a growth of 'on the day demand' we will make the service we provide and the appointment system fall over.

Please think about your need:-

- Is it urgent
- Can it be a routine appointment/contact



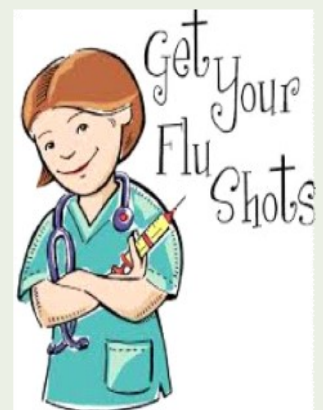
Flu

Have you booked your flu jab?

Clinics are running very differently this year as we can no longer have a waiting room full of patients.

We need to ensure the safety of all patients and staff so you maybe invited to attend within a blocked time slot, example between 9:00—10:00.

The waiting room can now only hold a certain amount of patients so you maybe asked to wait outside. Please remember this when attending the practice as the staff member looking after this clinic cannot let you in if the waiting room is full (as per Covid Guidance). Weather conditions over the next couple of months are going to be cold and wet so please prepare.



PPG (Patient Participation Group)

Would you like to contribute to the development of the practice.?

Would you like to represent the local population?

Would you like to help shape local services?

We are looking to relaunch our local PPG. If interested in virtual meetings (at the moment) then please drop us a line giving your reasons why you would like to be involved.



The Story So Far

Throughout the Covid Pandemic we have remained open and provided additional capacity when needed. We also opened bank holiday weekends. We have embraced digital technology to help us with this way of working. The information below will hopefully show you what we have provided through these difficult and changing times.



1367
Face to face appointments provided with a GP

4617
Telephone appointments with a GP



1008
New patients registered

379
Sick notes issued



1470
Face-to-face with our nursing team

5226
Prescriptions issued



Urban Village Medical Practice

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Old Mill Street
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WE'RE ON THE WEB,
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