

# Highcroft Surgery News: Nov 2016

We are delighted to inform you that we are adding a full time Practice Nurse to our team. Keeley Wood is an experienced nurse who will be joining us in December.

Our staff have been raising money for breast cancer research. We took part in Wear it Pink on Friday 21 October and raised £240!

## ***Flu Vaccine***

- So far we've given over 2,000 flu vaccines
- There are still many of you who are entitled to have the free flu jab on the NHS. The flu jabs keeps you well and stops the spread of flu in Arnold.
- We're continuing to put on clinics at a range of times so please give us a call to book yours and remind your family and friends

## ***Appointment System***

Over the last few months, many of you have asked about the changes in our appointment system.

Why do you need to be put down for a phone call first? Why do you need to tell the receptionist what's wrong?

The reason for working the way we do is to care for as many people as possible each day.

By telling reception what your problem is, they can pass the information on to our doctors. They review the information you've given us and they can assess who you need to see, or whether help can be given over the phone.

Reception can also book you in quickly with a nurse or ANP for certain defined conditions like chest infections, without needing a phone call. If there's any doubt, the information will go to a doctor to review.

If we need to see you, our receptionists will text or call you with an appointment time. If we don't do that, a doctor will call you, usually

within a few hours of your telephone appointment time. It saves you having to wait in the waiting room.

Routine review appointments can be made in allocated clinics.

We are also increasing the number of appointments we're offering each day by appointing more staff and using locum doctors when we anticipate increased demand.

One of our current nurses, Jo Balchin, is currently completing a course to become an independent prescriber. This will equip her to see more patients independently, with support from doctors as needed.

While we endeavour to help everyone, there is a safe limit to the number of patients who can be seen each day.

The Urgent Care Centre in Nottingham is funded and supported by all the Nottingham GPs and is available to all patients for urgent non-life threatening conditions. Call them on 0115 883 8500 for more info. There are also many conditions that can be treated by pharmacies.

## ***Phone Update***

We've been increasing the number of staff answering the phones, particularly at the busiest times. We hope you generally find waiting times are coming down.

However due to circumstances beyond our control, we're aware that some of you are still having problems getting through on the main line.

To help with this, if you call up and don't hear any options, please use our back up number (0115 883 2338).

We now have assurance from our phone provider that this problem will definitely be resolved by the end of November. Once it's sorted we'll put a message on the back up number to let you know you can use the main number again.

*Matt Doig*  
*Practice Manager*