

Waterside Medical Practice

Improved patient access to primary care

****IMPORTANT ANNOUNCEMENT****

CHANGES TO APPOINTMENT SYSTEM FROM 15TH OF MAY 2023



Our new Multidisciplinary Triage Hub

From Monday 15th of May 2023, our NEW hub will be live!

We currently have nearly 9,000 patients registered with Waterside medical practice with increased demand since the COVID-19 pandemic. We have created a new triage hub which will consist of a mix of staff each day to include our GPs, paramedic, advanced nurse practitioner, care navigators and pharmacists who will work together to triage requests submitted by patients via eConsult.

We have upgraded our software and will ask our patients to submit an **eConsult via our website** where you will receive a response by 6.30pm the following working day. Our team will work together to make sure our patients are seen in the right way, in the right time and with the right person.

eConsult technology allows our team to gain as much information as possible to make an appropriate navigation decision. If you are unable to access eConsult you will be able to speak to one of our care navigators who will triage your request in the same way.

Our reception team will still be available for routine appointments and general enquiries, but to reduce patients waiting in a lengthy telephone queue, this information can be submitted online and responded to by your choice of method (SMS, email, telephone).

Benefits

- Collaborative MDT style working allows for optimal management of more challenging forms.
- Shorter wait for GP response and shorter wait times for appointments.
- Access to self-care with self-management options available.
- Continuity of care for patients.
- Requests can be submitted at any time within the practice core hours 08:00am- 18:30pm.

Why are we changing our appointment system?

We are supporting increasing levels of long-term conditions in our practice population requiring appropriate primary care resources to meet those needs. COVID-19 has seen the need for practices across the country to implement new triage models and increase consultation technology at pace to ensure patients can receive communication from the correct clinicians in an appropriate time frame.

We always take patient and staff feedback seriously and have been working on our new multidisciplinary team triage hub for over a year and now are able to implement this for our patients. Over the last 4 years our team has grown rapidly and thanks to our primary care network (PCN) we have been able to employ new positions including clinical pharmacists, pharmacy technicians, care coordinator's, GP assistants, and social prescribers. Our PCN continues to recruit other roles which will diversify our team and increase patient care which is at the heart of what we do every day. We also work closely with our local pharmacies who are also able to support patients at the request of the practice.

What changes will I notice when contacting the practice?

- Phone line options will alter. Please listen carefully to the options to make sure you select the correct one.
 - Our website will remain the same; you are able to access online consultations on the home page.



Feedback

We continue to encourage feedback; you can do this via our practice website

www.watersidemedicalpractice.co.uk

We thank you in advance for your patience and understanding whilst we implement this. These changes are being made to improve access and help our patients to gain the most appropriate advice and assistance.

GP Partners- Dr Richard Thomas, Dr Jason Greenslade, Dr Laura Bryant, Dr Helen Harris.