

Hughenden Valley News

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IMPORTANT ANNOUNCEMENT

31 October 2018

NEW APPOINTMENT SYSTEM



Every call will be answered by our specially trained **Care Navigators** who will book your appointment with the person or service that you actually need to help you, depending on the reason for your call.

FROM MONDAY 3rd DECEMBER 2018
Hughenden Valley Surgery and
Chequers Surgery will be using an
entirely new appointment system.

Why?

- New services are now available allowing direct access to parts of the NHS previously only available after a GP appointment.

- New rules on how your personal data is stored and managed mean that we need to change the way you give us information and the way that we record it.

All on the day appointments will now be booked via a confidential phone line.

NO appointments will be booked at the front desk in the waiting areas and no clinical information will be discussed within earshot of other patients.

We have installed 12 extra phone lines and a state of the art call handling system enabling a fair and safe queuing system for everyone.

Appointment lines open at 8:00 Reception will open at 8:30

INTRODUCING... "CARE NAVIGATION". *Care Navigation* is a service designed to help those needing support within the NHS to get to the place they need more rapidly and in less steps. It replaces the outdated process of booking an appointment with your doctor just to find out where to go, which has made it so hard for so many to see a GP when they need to for so long.

Our highly-trained Care Navigators will manage your request for an on the day appointment via a confidential phone system similar that that used by the Emergency Services. You will be asked the reason you need help from the NHS and will be given an appointment with the service or person most appropriate for your own need. It is no longer always necessary to see a GP first and it is important that we work together to ensure that GP appointments are allocated to those who actually need an appointment with a GP and not a different part of the NHS. If you report having several problems you will be given several appointment slots (or one long one) but will not be able to use the next person's appointment just by bringing a list with you.

Your NHS has been in a state of constant modernisation and improvement for over 70 years and these latest developments are no different to those that came before. We are always striving to find new ways to help even more people with the resources available. Even when other surgeries around us have struggled and closed we have strived to find new ways to provide even better services and raise standards. This is just another way of helping you get what you need, when you need it.

Any new system will take some getting used to. In the first instance, *Care Navigation* will apply only to those requesting appointments on the day.

Routine and Advanced Appointments will continue to be booked using the current systems by phone, in person and online via our website and app.

Advanced appointments can only be booked in person from 8:30 when reception opens, and personal clinical information can no longer be discussed at our reception desks. Private areas are provided if you wish to discuss your personal details with reception face to face.

- Improved access to GP appointments for those that need to see a GP.

- Rapid Access Assessment for all musculoskeletal problems.

- No more waiting with pain for your appointment.

- Fast-Track access to areas of the NHS that no longer need you to see a GP first.

- Improved confidentiality and privacy when booking your appointment.

- One queuing process. Everyone is now in the same appointment queue.

- New and improved phone system with real-time queue updates.

- Fully GDPR Compliant Data Handling.