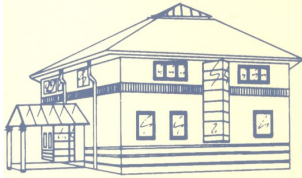


# Patient Newsletter



## **TRAINING DAYS**

**Tuesday 4 June**  
**Wednesday 17 July**

GLMC will be closed from 1pm until the following morning at 8am to allow for staff training.

***In an emergency  
please telephone  
NHS 111***



***Hayley Brassington  
Business Director  
Summer 2024***

## **PATCHS CHANGES**

As of 3 June 2024 the practice will be introducing a triage system for new problems. Instead of the 8am rush on the telephones, all patients will be encouraged to use the PATCHS online consultation platform to request their appointments. These will then be triaged by a Doctor who will make a clinical decision on the best approach to the problem. This may be an appointment with a GP or it may be a referral to another service such as a physio, dietician or even a pharmacist. Follow-up appointments or nurse appointments will still be booked via the telephone. We believe that this approach will be simpler for patients when requesting appointments and will also streamline how we work as a practice. If patients do not have access to a smart phone or laptop, then you can ring reception who will then fill the form in on your behalf.

### **Why are we making this change?**

All patients will be offered an appointment within 2 weeks for new problems, here are some other reasons why we are making this change:

- Increase Capacity
- Reduce pressure on the phones & avoid the 8am Rush
- Prevent us from having to ask patients to phone back the next day.

### **Some other benefits...**

- Online Consultations available to complete from 7.00am
- No time waiting in a queue on the phone
- Clinical triage of your problems ensuring you get the best care from the most suitable healthcare professional.
- Patients can take their time detailing their problem in their own words.

For some patients you will already be fairly familiar with using PATCHS to consult with your GP online. PATCHS is very user friendly and easy to access. We recommend patients to register for a PATCHS account which will mean it is quicker for you to sign in each time you use it. You can also view all your previous online consultations from one place.

We understand that not all patients have access to technology or smart phones, but you will be able to contact reception who will complete an online consultation on your behalf which will then be reviewed by a GP.

## **PATIENT GROUP MEETING**

The Patient participation Group allows patients to engage with the practice and become more involved.

The next meeting will be Thursday 23 May at 9.30am in the Fountains Building (3rd floor).

If you would like to join the next meeting, please contact  
pcnchestercentral  
@nhs.net



## **COVID CLINIC PROGRESS**

We commenced our Spring Booster Programme for COVID vaccinations on 27 April. We plan to run small clinics throughout May and into the beginning of June. All eligible patients have been invited either via SMS or post. Housebound patients are being vaccinated by a local team. If you haven't heard about your vaccination or want to check that you are on the list to be vaccinated please contact reception.

## **IT Support Session**

The practice intends to run an IT support and help session for patients in June. This is to aid patients with systems such as PATCHS (our online consultation platform) as well as Patient Access & the NHS app. We understand it can be confusing at times to know what system can support you online with different things. The session will be a booked session with a member of the practice. You will be asked to bring in your electronic device e.g iPad, laptop or smart phone and we will go through your queries with you one-to-one. The Patient Fund has kindly funded this for us. *More info to follow.*



## **SELF-BOOKING ACCURX LINKS**

You may have noticed that the practice has started to send self-booking links for certain types of appointments. This avoids patients having to telephone the practice to book a number of different types of appointments, such as, routine blood tests. It has been hugely successful in the booking of Flu & COVID vaccination clinics. Feedback from patients has been very positive as the flexibility and speed this offers you when booking appointments is excellent. You can also follow the self-booking link anytime within 7 days of receiving the link, even outside of our working hours.

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To sign up to receive our Patient Newsletter by email each time it is published, simply go onto our website (as below), scroll to the bottom to the 'Keep up to date with the latest practice news' section and fill in the mini form. Each time a new Patient Newsletter is published you will then automatically be sent a copy via your email.

**WEBSITE ADDRESS—[www.gardenlanemedicalcentre.co.uk](http://www.gardenlanemedicalcentre.co.uk)**