

SPRING/ SUMMER 2014

HEALD GREEN HEALTH CENTRE

Dr Wright & Partners

Dr Dean & Partners

Please be a patient patient with us.....

We would like to apologise for the current waiting time for routine appointments with your GP. Unfortunately this is due to a combination of unprecedented demand and a continual cutting in funding for General Practice.

The doctors, nurses and staff here are all very concerned about the current situation, and are doing our level best to remedy it.

We are also aware that it is very difficult sometimes to get through to the practice. This is also beyond our control as our telephone system does not currently allow a call-waiting service however we are working on sorting this out.

In order to help us do our jobs and to offer the best care to the patients who really need it we would be grateful if you could be as understanding as possible. The following will help us to keep the urgent appointments for those who need them the most:

1. Please show some patience our receptionists, they can only offer what appointments are available.
2. If you have a minor illness or complaint that needs seeing quickly please consider whether other services such as your local pharmacist would be helpful. Pharmacists can treat minor illnesses and infections and many medications that we often recommend are available over the counter.
3. If you feel your problem can wait and it is safe to do so please take the next available routine appointment.
4. Please don't request a home visit unless you are truly housebound. If a relative or friend can bring you in then that will help us enormously. Home visits involve significant journey time when a doctor could be seeing more patients.
5. Please cancel appointments you no longer need. We had over 80 missed appointments for each practice last month.
6. Please only ask for an emergency appointment If you feel your problem is truly urgent and cannot wait. Dr Dean's practice assess all same day requests via a clinical telephone triage system and Dr Wright's practice offer same day telephone appointments with a doctor. Both practices frequently have more than 50 telephone appointments that need dealing with, so please be understanding if it takes us a while to call you back. Please keep your phone close at hand as it is very time consuming to keep having to call you back. We will usually only be able to call you once or twice and if we don't get through we'll need to move on to the next call.

Thank you for your patience and understanding

DRS: WRIGHT, DEAN & PARTNERS



New Computer System



EMIS WEB

In April 2014 the two practices here moved to a brand new computer system, Emis Web. This is a faster and more flexible system which has been thoroughly tried and tested in GP Surgeries throughout the country. We are hopeful that it will bring some big improvements to clinical data handling and appointment booking and in time we will be able to introduce a text/email reminder service. It will take a little time to make the transition from our current system so we do ask you to kindly be patient with us during this period of change

A NEW SERVICE!

Electronic Prescribing

Stockport practices are slowly starting to update their clinical systems to enable the electronic prescribing service. This prescription service enables a patient to nominate a chemist where their medication can be collected from. After ordering their medication the prescription is then sent electronically direct to the chemist for dispensing .



COMMUNICATION!

To help us improve communication with you and make the most of the technology we have we are looking to develop more methods of being able to contact our registered patients. According to our latest Patient Satisfaction Survey a large number of you would like us to contact you by text or email to confirm appointments, notify you of results, health promotions and events. We agree that this is a great way to improve on our current methods and In future we will be emailing out our Newsletter Health updates and information of new services and keep our patient up-to-date with our news.

To make this work we rely on you keeping us up to date with your Mobile and Email details. You can do this at the reception desk or by using the feedback forms on the website.

