



NOVEMBER 2021 PATIENT STATEMENT

Dear Patients,

We would like to thank you for supporting our surgeries as we continue to navigate our way through the pandemic. We believe that sharing the challenges we face will help us to work together to offer the most effective service we can to protect the health and wellbeing of patients and staff.

As I am sure you are aware the NHS is under strain and there is a lot of pressure on GP appointments. The way that the NHS delivers care has to evolve due to increased demand and a staffing crisis. Historically the GP tends to be the first port of call to discuss most health concerns, but we actually have a highly skilled and diverse team who may be better placed to help you. We would like to support our patients to get the very best out of the services we offer by directing you to the most appropriate person.

As part of a government initiative practices have been organised into groups called Primary Care Networks (PCN) to help us employ staff to work in a different way. We worked as a PCN to deliver the Covid vaccination clinics which we are sure you will agree have been a great success, despite having to set up a massive undertaking in addition to running our surgeries.

The idea is that doctors and nurses could be freed up to deal with patients requiring their expertise knowing that patients are getting the support they need for the other professionals. This is in its infancy, but we are hoping to further develop our workforce and will keep you appraised as we do. We already have physiotherapist, care team and pharmacist supporting the PCN and hope to take on roles such as paramedics and mental health workers as well as further developing the care team.

To this end reception may ask you some questions regarding your health problem so that they can best direct your enquiry to the appropriate health professional. Please be kind, they are only doing their job.

GP Appointments: From 1st December when you book an appointment you will have the choice of whether you wish this to be a telephone call or a face-to-face appointment. We would however please ask that for everyone's safety people ring rather than attend the surgery if they have Covid or Covid symptoms. Many of you have found phone calls a very effective and preferable way of consulting. We would therefore like to continue to offer this service. Please provide reception with the number you wish to be called on. We will give you an appointment time and try to ring at that time, although I am sure you all appreciate that, as we have to deal with emergencies as they occur, our clinics don't always run as planned!

Dr Harriet Meader, Dr Lynne Macready, Dr James Banfield,
Dr Helen Pickup, Dr Alison Corke, Dr Hugh Bond, Dr Sarah Butcher, Dr Lindsay Kinlin and
Jessica Holland

Registered office: The Old Orchard Surgery, South Street, Wilton. Salisbury, SP2 0JU, 01722 744 775



If attending the surgery, you will be invited to wait in the waiting room until the clinician is ready to see you. If you are concerned about sitting in the waiting room you can wait outside if you wish, using one of our buzzers to alert you to come in for your appointment.

At the start of the pandemic, we were asked by the government and NHS England to change our way of working, primarily phoning everyone and dealing with everything on the day we were called. This guidance has now ceased and, to be able to manage demand effectively and safely, we need to return the pre-pandemic system of booking non urgent or 'routine' appointments ahead so as to free up some appointments on the day for patients with urgent concerns. We would be grateful if you could plan ahead when booking your appointment where possible. We would like to point out that our current wait for a routine appointment is **10 working days** compared to a national average of **3 months**.

Nurse appointments: On all sites we have a nurse/HCA working in the mornings and in the larger sites in the afternoon. Nurses can help you with contraception, wound care, diabetes, asthma, hypertension, and any questions relating to vaccination queries.

District Nurses: We work very closely with our very hard-working District Nursing team. Referrals to this team can be made directly by the reception and Care team. As they are very stretched due to staffing issues they do have longer waits than normal for any routine visits for blood tests etc. Their service is generally intended for those that are truly housebound. If you are able to attend the surgery rather than have them visit you at home they would be most grateful if you could book a surgery appointment.

First Contact Physio: First Contact Practitioner (FCP) is a new model evolving UK. It involves placing physiotherapists directly into GP practices to diagnose and treat patients who come into the clinic with musculoskeletal problems. Patients with muscular and joint conditions can bypass an appointment with a GP, and go straight to get a diagnosis and advice from a specialist physiotherapist, instead of the traditional method where they are seen by the GP and then referred for a physio appointment, which could take many weeks. This makes wait and recovery times shorter, frees up GP appointments, and reduces the need for medication. They also have the ability to refer you on for further investigation or treatment, including the orthopaedic team if required. Therefore, if you are phoning about any muscular or joint problem, please ask for an appointment with our First Contact Physio Millie Cornish.

Care team: One of the lessons learned from the pandemic is people need support which is joined up across local councils, the NHS and voluntary and community organisations. The diverse and skilled team providing this support are called our Care team. We have an excellent Care team that consists

Dr Harriet Meader, Dr Lynne Macready, Dr James Banfield,
Dr Helen Pickup, Dr Alison Corke , Dr Hugh Bond, Dr Sarah Butcher, Dr Lindsay Kinlin and
Jessica Holland

Registered office: The Old Orchard Surgery, South Street, Wilton. Salisbury, SP2 0JU, 01722 744 775



of people with titles like Care Coordinators, Elderly Care Facilitators, Health and Wellbeing Coaches and Community Connectors. They work closely with the rest of the team to offer support to address issues from help to address issues such as poor housing, debt, stress and loneliness to helping support you to take more control of your health and wellbeing. These services are all invaluable and can have a profound effect on improving your health issues. Please ask receptionists for a referral to our care team if you feel they could help you.

Administration team: We have a dedicated administrative hub for the practices which is based in Wilton. They are usually better placed than the doctors to give information on referrals and queries and can be accessed via reception or via our website. We would however like to point out that our computer system is not linked to Salisbury Hospital and so once a referral has been sent it is better to contact the hospital directly. If we contact them it would only be via the contact numbers or email addresses available to the public. The hospital do however have an excellent department that is dedicated to such enquires called **Central Booking**. You can contact them via the hospital switchboard on **01722 336262**, then asking to be connected to Central Booking.

Dispensary team: We aim to have your acute prescriptions ready within 1 hour of your appointment (sooner if time allows) and 48 hours for any repeat medication. Recently we have increased the time for repeat prescriptions to up to 5 days in some surgeries simply due to supply and demand issues. We hope to bring it back to 48 hours in the new year. To ensure your repeat prescription reaches us on time, we encourage you to order online through the NHS app or SystmOne online.

For the winter months, we still ask that patients collect their medication from your surgeries dedicated collection area.

Also, if you are a Codford patient, why not try the new Pharmself24 machine! You will get a text when your medication is ready and you can then access your medication 24 hours a day 7 days a week.

For any more information regarding access, please contact our knowledgeable reception team for further details. As we continuously monitor the service we are providing in conjunction with our patient participation group feedback via our website is appreciated.

Your sincerely,

Drs Meader, Banfield, Macready, Pickup, Corke, Bond, Butcher, Kinlin and Jessica Holland.

Dr Harriet Meader, Dr Lynne Macready, Dr James Banfield,
Dr Helen Pickup, Dr Alison Corke, Dr Hugh Bond, Dr Sarah Butcher, Dr Lindsay Kinlin and
Jessica Holland

Registered office: The Old Orchard Surgery, South Street, Wilton. Salisbury, SP2 0JU, 01722 744 775