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**Spring
Edition**

Seasonal Newsletter

Severn Valley Medical Practice

Inbound calls Monday 24th

March: 938

This is an example of the volume of phone calls we receive to the practice daily, this does not include call backs and outbound calls.

For prescription requests, appointments and non urgent medical queries we encourage patients to make use of our online services. This helps to reduce waiting times on the telephone

You can now contact us by clicking one of the appropriate green buttons on the front page of our website using the following link www.severnvalleymedicalpractice.co.uk. You can access this from a mobile phone, tablet, or a computer.

Number of missed appointments

in March: 219

Please help us to reduce wasted appointments by letting us know as soon as you can if you are unable to attend so that we can offer these to other patients.

A day in the life....

THE RECEPTION TEAM

The team starts the day by reviewing the appointment system, ensuring all bookings and essential details are accurate and in place.

As the practice opens its doors, patients begin to arrive. The team begins addressing incoming calls, collaborating with clinical staff to efficiently triage and handle enquiries. On our busiest days we have 7- 8 staff members on our telephones across both of our sites. The team remains abreast of legislation, service changes, and undergo annual training relevant to their role to maintain knowledge and skill proficiency. They are also accompanied by a clinical staff member who assists with sign posting appointments and answering queries.

The team process appointment requests, ensuring patients are directed to the appropriate healthcare professionals.

Repeat prescriptions are checked daily and distributed to patients.

They manage and update patient notes for ongoing surgeries, organising data entry to maintain up-to-date and precise records. Simultaneously, they handle message-taking to facilitate communication among patients, team members, and healthcare agencies.

Administrative duties, such as filing paperwork and managing incoming and outgoing mail and emails, are also executed daily. The team handle post-patient consultation tasks and requests assigned by clinical staff.

The team continuously updates the appointment system, making necessary edits, cancellations, and additions whilst documenting information for medical records. Additionally, they manage requests and queries in relation to home visits.

At the end of the working day consultation rooms are prepared for the following day by clearing, restocking, and tidying them to ensure they're ready and secure for upcoming consulting sessions.



PCN Services



WORCESTER CITY
PRIMARY CARE NETWORK

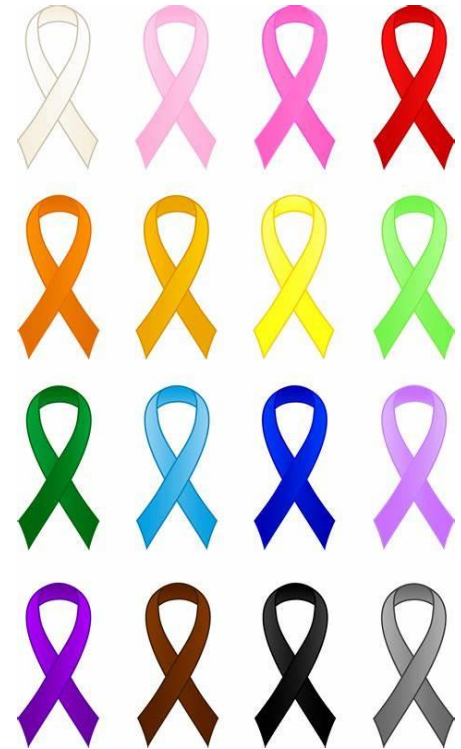


Cancer Prevention Services

The Cancer Prevention service is currently undertaking the following initiatives during the spring months:

- Engaging with Prostate Cancer groups to enhance understanding of PSA testing and provide better support to at-risk patients - ongoing.
- Delivering cancer awareness information and support to the homeless and vulnerable at Maggs Day Centre, residents at St Pauls Hostel, and veterans at Stepway Banter and Brews sessions - ongoing monthly for one half day.
- Hosting an online webinar providing cancer support and information for Worcester County Council employees - scheduled for May 31, 2024.
- Initiating contact with non-responders to the National Bowel Screening Campaign starting this week.
- Overseeing completion of the FIT (fecal immunochemical test) across the network - this initiative is commencing in April.

For further information or support please email: sharon.johnson38@nhs.net



Patient Feedback Corner

YOU SAID 'The main thing is being able to make communication with you. The three days quoted on Web site was 5 days a fortnight ago. Two half hour waits on phone. The call back system you use sometimes is the best. It's not all bad news once we're through your staff are very helpful.'

We have answered by making alterations to our phone system to avoid patients being cut off. Additionally, we are currently auditing our Accurx Online System to ensure that all enquiries and requests are appropriately handled in a timely manner. We have been closely monitoring our phone queues, and on average, the wait time is just over an hour, with Mondays being an exception. However, we understand that even an hour-long wait can be frustrating, and we're continuously exploring ways to improve this aspect of our service.

To leave your complaints and compliments please visit.

www.severnvalleymedicalpractice.co.uk

(have-your-say)



Patient Journey >>> Prescriptions

Patients have multiple options for ordering prescriptions: they can utilise AccuRx, submit an online submission on the NHSApp/Patient Access, or visit the chemist (If you are unable to access the online services we will also accept paper requests). Typically, prescriptions are processed within a 3-day turnaround time.

To streamline the process, we kindly ask patients to place their orders no more than 10 days before an item is due; ordering too far in advance may result in delays in authorisation.

We are unable to send acknowledgement for every request received, therefore we prioritise contacting patients only if there are issues with their prescription; otherwise, prescriptions are sent directly to their nominated pharmacy for collection.

For overdue review dates, our designated prescription clerks diligently check the systems and send messages asking to book in any necessary blood tests/medication reviews, or we also send out messages asking for information such as blood pressures/height and weight (we send letters if we do not hold an up to date mobile telephone number).

When a prescription request is received by the practice through any of the methods outlined in the initial paragraph, our Prescription Clerks promptly add the request to the patients' records. At this stage, they conduct a review to determine if the patient is due for any necessary blood tests, reviews, or other medical assessments. If such actions are

necessary, the patient is promptly notified via message or letter. If additional medical assessments are not required, the Prescription Clerks verify the prescription's due date and forward it to a clinician for approval. Upon signing by the clinician, the prescription is then sent to the patient's nominated pharmacy for collection.

