**Sherwood House**

 **Patients Participation Group Newsletter Summer 2024**

**New Telephone System Cuts Waiting Times**

On 7 May 2024 the Practice switched over to a new telephone system aimed to improve the service to patients. This system has a call-back facility which patients can use, instead of patients having to hold on or join the queue.

Although patients are not guaranteed an appointment, it will save them having to wait to get through to the practice, which many patients found difficult.

One patient left this comment anonymously on the website

Wow, the surgery has had a new phone system, tried today to get through and was offered a call back, thought I’ll try it and after a few minutes waiting I got through to the reception team. Love it! means I can put my phone down and get on with a task while waiting for the call back. well done Sherwood House.

We would appreciate feedback from patients on how they are finding the new system.

Clearly, there is still considerable pressure to get an appointment and the Practice and the Patients Group are keeping this under review.

**Missed Appointments**

Despite the pressure on appointments a small number of patients are not attending having booked an appointment. These are the most recent figures. **Please let the practice know if you cannot make your appointment as it can often be given to another patient.**

 **Mar April May**

**GP 60 61 63**

**Nurse 51 55 73**

**Phlebotomy 37 24 33**

**Totals 148 140 169**

**Surgery Refurbishment – Car Park Issues**

The surgery refurbishment started on 17 June and will take around 4 months to complete. During this time there may be some disruption and there will be less car parking spaces at the back of the surgery for a short period of time. Please bear with the practice. They are trying to create extra consulting rooms to accommodate extra services.

**Pharmacy First – a new scheme to help patients**

This new national service is expected to free up GP appointments for patients who need them the most and will give people quicker and more convenient access to safe and high-quality healthcare at the pharmacy.

Currently, NHS patients in England must visit their GP to access prescription only medication, meaning repeated GP visits and delays in treatment. However, from April 2024 patients will be able to visit a pharmacy to obtain appropriate medicines for these 7 common conditions and prevent them getting any worse:

* Earache – Children 1-17 years
* Sore throat – Adults & kids 5+
* Uncomplicated urinary tract infections 16-64
* Impetigo – Adults and kids 1+
* Infected insect bites- Adults & kids 1+
* Shingles – Adults 18+
* Sinusitis – Adults & kids 12+
* Sore throat – Adults & kids 5+

Many pharmacies have private consultation rooms that can be used for consultations with patients, and pharmacists can see patients for clinical services without always needing an appointment.

Every pharmacist trains for 5 years in the use of medicines and managing minor illnesses, so they are well equipped to provide health and wellbeing advice to help people stay well. They are also experienced in spotting warning signs, otherwise known as red flag symptoms, which may warrant a referral to another healthcare provider.

After a consultation with the pharmacist, the pharmacy will send a notification to the patient’s GP on the same day or on the following working day.

**Participating Pharmacies Locally**

* **Boots Three Shires Oak Road**
* **Dalvair Pharmacy Sandon Road**
* **Bearwood Pharmacy**
* **Boots Harborne**

**Patients Group Looking for Feedback**

**Although the Patients Group can only have a maximum of 15 patients represented on the group, we are looking at ways to get a wider range of views from the Patients at Sherwood House. If you would be willing to give your views once or twice a year on key issues, please give your details in at reception.**

