



# PATIENT NEWSLETTER – March 2017

## ONLINE SERVICES:



Patients can now register for online services. Please come into the practice to confirm ID and complete a form then you will be able to:

- Book \ Amend your own appointments
- Order repeat prescriptions
- View your medical summary
- View test results
- Update your personal details
- Send a secure message to the practice

### Breast Screening:

The Central and East London breast screening service will be inviting our eligible patients to attend breast screening from March to April 2017 at Whittington.

Women aged 50 to 70 will be sent letters, women aged 71 and over can self-refer once every 3 years by telephoning the Hub on 020 3758 2024.

For further information please telephone the number above or view online:

[www.celbreastscreening.org.uk](http://www.celbreastscreening.org.uk)

## New GP's

We are delighted to announce the addition of 2 new GP's at Roman Way Medical Centre.

Dr. Kapil Ojha and Dr. John McGrath have both joined us recently to provide additional surgeries and support for Dr. Shah and Dr. Ho.

Patients can request to see our new GP's now, Dr. Ojha normally works at the practice Tuesdays to Thursdays and Dr. McGrath will be here on Mondays and Tuesdays.

## Carers

If you are a patient of Roman Way Medical Centre and you look after a frail, sick or disabled relative or friend then please let us know so we can record this on our Carers Database.

We will be able to send you information on local carers support groups and you will also be eligible for a free flu vaccination.

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.

Anyone could be a carer – a 15-year-old girl looking after a parent with an alcohol problem, a 40-year-old man caring for his partner who has terminal cancer, or an 80-year-old woman looking after her husband who has Alzheimer's disease. [www.carers.org](http://www.carers.org)

Islington Carers Hub [www.islingtoncarershub.org](http://www.islingtoncarershub.org)

## Changes to Appointment Booking

We would like the support of our patients in trying to make our appointment system more efficient by prioritising appointments on clinical need and signposting patients to other NHS services and support that may be more appropriate for them.

The main changes we are planning to implement effect the way in which we deal with urgent (on the day) or emergency appointments. We plan

to triage requests for urgent appointments via our Receptionists who will ask patients a series of questions about their urgent need to see a GP. Patients attending the surgery will be asked to complete a simple form themselves describing their symptoms. The answers given will then be assessed by a GP to triage the patient's need. Afterwards patients will either be given an appointment on the same day or the next day, or receive a phone call from

a GP, or be signposted to other NHS services which may be more appropriate. Although we appreciate the new system will take some getting used to for patients and staff, we believe it will give the following benefits:

- Better access to a GP for patients with greatest clinical need
- More efficient use of NHS services
- Aims to help make the practice safer and more sustainable

For further information, please see our FAQ's over the page.

## FAQ's New Appointment System

### Q: Why are you changing the current appointment system?

We haven't made any significant changes to the way in which we book appointments for many years but the demand for appointments continues to rise. There are many health services and resources available locally and we want to play our part as a practice in balancing the clinical needs of our patients with most efficient use of NHS services. We hope these changes to our appointment system will help achieve this and our patients will recognise the benefits.

### Q: Will there still be routine appointments available?

Yes, each GP will have around 17 routine appointments per day that can be booked weeks in advance.

### Q: What if I want to see a GP on the day and there are no appointments left?

The receptionist will take brief details from you and pass these to a GP who will then assess (triage) the information. Each GP will have several "hot appointments" available every day which only the GP can book patients into, based on clinical need.

### Q. What are the possible outcomes of the GP triage?

- You will be given an appointment with a GP on the same day
- You will be given an appointment with a GP the following day or later in the week
- You will be given advice over the telephone by a GP
- You will be signposted to other NHS services such as:
  - Urgent care walk-in centres
  - NHS 111
  - A&E
  - Pharmacist

### Q. Can I still choose which GP I want to see?

Yes for routine appointments but if you need to be seen urgently you will be allocated to a GP with the most availability.

### Q: When does the new system start?

April 2017.

### Q. Will the new system be monitored and reviewed

Yes we will be regularly reviewing the changes with the Reception team and we actively encourage feedback from the patients

Please let us know what you think by emailing us at [romanwaymedicalcentre@nhs.net](mailto:romanwaymedicalcentre@nhs.net)

Please put the word "Feedback" in the subject heading.

Please let us know if you require this document in another format such as large print