

Long Lane Medical Centre

Practice Newsletter

Welcome to the first edition newsletter for January 2025.

Unfortunately we failed to deliver newsletters throughout 2024 but this wasn't because we didn't want to communicate or we don't care, it was due to the daily pressures we face and the volume of work we are undertaking.

We will change this for 2025 as we have lots of positive developments to share with you.

UPDATES

From Tuesday 18th February 2025 we will be changing a few systems within the practice (we call these operational processes) which will hopefully benefit all our patients.

The changes we will be covering in this newsletter include:-

- Appointment system
- Blood clinic
- Ordering medication/prescriptions
- Opening times
- Telephone system updates

It is important to note that the NHS is under a huge amount of pressure and we are encouraged to look at how we manage and deliver our services. You may have seen in the media or heard on the radio that the NHS has been encouraging practices to work towards a 'modern general practice' approach.

This includes looking at how we deliver our service and the tools and processes we should use to deliver it.

We are all aware that the 8 a.m. rush causes us, and you as a patient problems. This is one of the areas in 'modern general practice' that we have been asked to look at.

We are also encouraged to look at our digital tools which include:-

- Our telephone access and functions
- Our appointments and signposting tools
- Our online consultation platform (PATCHS)
- Practice website
- NHS App and online services

23 January 2025

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• OPENING TIMES

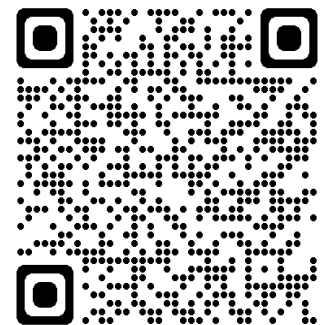
MONDAY	08:00–18:30
TUESDAY	08:00–18:30
WEDNESDAY	08:00–18:30
THURSDAY	08:00–18:30
FRIDAY	08:00–18:30
SATURDAY	CLOSED
SUNDAY	CLOSED

From 18th February 2025

Doors open at 08:30

Telephone at 08:00

**QR code to access
our website or via the
link below :-**



Long Lane Medical Centre

HOW YOU CONTACT THE SURGERY IS CHANGING

WE LISTENED

To feedback from our patients

WE HEARD

Difficult to get an appointment & patients who come to the practice in person receive priority.

WE ACTED

Introducing a new way of working to deliver fairer & more efficient use of clinical help which we are able to provide to be able to help you when you need it.

We have increased the number of routine appointments to allow us to provide help to patients before their issue becomes urgent.

Booking an appointment

We want ALL patients to be able to make an appointment when/if needed.

The 8 a.m. rush at the front door and on the phone creates an unfair priority system.

After listening to our patients, we are changing this.

From Tuesday 18th February 2025, you will only be able to make an appointment via :-

- NHS app
- Patient Online Services
- PATCHS—practice website
- Telephone

**APPOINTMENTS WILL NOT BE BOOKABLE AT THE RECEPTION WINDOW
UNLESS OUR RECORDS SHOW THAT YOU DO NOT HAVE A TELEPHONE.**

PLEASE NOTE

As from Tuesday 18h February 2025

*The practice doors will not open until 08:30
Telephone lines will be open at 08:00*

APPOINTMENTS/ CARE NAVIGATION/ SIGNPOSTING

Our clinicians have asked the reception staff to ask you for a reason for your appointment. This is not because they are being nosey, this is to make sure you are seen by the most appropriate member of staff within the practice. This is what we call care navigation and signposting.

We have a mixture of staff at the practice as the team has grown in numbers and roles. The practice team is no longer just a GP and a Practice Nurse.

Staff we have at Long Lane Medical Centre include:-

GPs, Advanced Nurse Practitioner (ANP), Nurse Clinician (NC) Practice Nurse (PN) Nurse Associate (NA) Assistant Practitioner (AP) Clinical Pharmacist, Mental Health

A NEW WAY OF
WORKING

CARE NAVIGATION

**- A CARE NAVIGATION TEAM HAS BEEN TRAINED BY
THE CLINICIANS TO SAFELY PRIORITISE AND
SIGNPOST ALL PATIENTS TO THE BEST PERSON OR
TEAM TO ASSIST WITH THEIR REQUEST
PLEASE NOTE THAT THIS MAY NOT ALWAYS BE A GP.**

**THE TEAM HAVE BEEN INSTRUCTED TO ASK EACH
PATIENT QUESTIONS AS TO WHY THE APPOINTMENT
IS NEEDED.**

*A **call back system** has been activated to minimise patients having
to queue on the phone during busy times.*

*Patients are now able to **cancel appointments** via our call menu,
this will help release care navigators to answer calls more quickly.*

**NON URGENT
CLINICAL
ADMIN QUERIES**

For any **non-urgent clinical or admin queries**, please do not phone or come to the practice in person. We are asking patients to submit a PATCHS request via the NHS App or practice website.
Please provide as much relevant information as possible to allow your request to be processed as quickly and as safely as possible.

BLOOD CLINICS

Our walk in blood testing clinic will finish from Tuesday 18th February 2025.

This change is to allow these appointments to be used for any patient a clinician feels is of urgent in nature or for a patient who really struggles to attend a community clinic, e.g. elderly frail patients or vulnerable patients.

**REPEAT
MEDICATION
REQUESTS**

Please request any **repeat medication** via the NHS App. Medication requests will now take **3 working days** to be processed. This is a change to our current process of 2 days.

These changes are needed due to the volume of medication being requested and to ensure we deliver this your medication safely.



Flu jabs

Are still available, please book an appointment.

PARKING

Can we politely ask all our patients **NOT TO PARK** in front of the gates belonging to our local residents.
This causes unnecessary problems.

Please be considerate.