

# Long Lane Medical Centre

18th August 2023  
Issue 1

## Practice Newsletter

### INTRODUCTION & UPDATES

Welcome to the first edition of our practice newsletter, we will be communicating with you on a regular basis so please check out our website. Copies of this newsletter will be available in reception for patients who do not have access to a phone or computer.

#### INTRODUCTION

My name is Michelle Carmichael, I am the new Practice Business Manager here at Long Lane Medical Centre. A little background, I have worked within the NHS for over 25 years, many of these years have been in GP practices. I am hoping that my skills and experience will help develop the practice further so we can continue to provide the good standard of service we do now, especially in these challenging times.

Part of my role is to look at what we deliver and decide whether we can do it any better. By better, we mean, is it the best we can do, does it need to improve, how can we improve, do we have enough resource to help us improve. This takes time as there are so many different areas we can look at but this is this important for many reasons. Important for the practice, patients and staff.

Feedback from patients is really important to us so if you would like to submit feedback or any suggestions there is a black box in the waiting area for you to pop these in. We will also have a link on our website for feedback to be sent electronically.

We hope you find the information in this newsletter useful.

#### UPDATES - ONLINE CONSULTATION FORM

From **Wednesday 23rd August** our online consultation service (form) will be changing. Our current provider is **eConsult** and our new provider will be **PATCHS**. This change is part of a national campaign and will hopefully make access to the online service easier to use.

The practice website will be updated on Wednesday morning. To gain access you will need to register for an account. This can be by using the NHS App or by registering for an account, please see page 2.

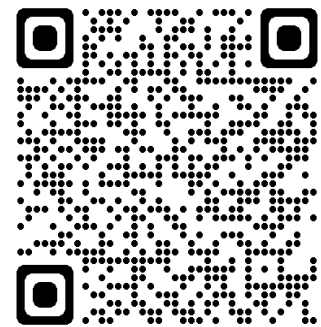
#### INSIDE THIS ISSUE

Introduction .....	1
Updates .....	
Online Consultation .....	1
Online Consultation .....	2
Telephone Access .....	2
Appointments .....	3
DNAs .....	4
PPG .....	4
Flu .....	4
Parking .....	4

#### • 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

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



**Long Lane Medical**

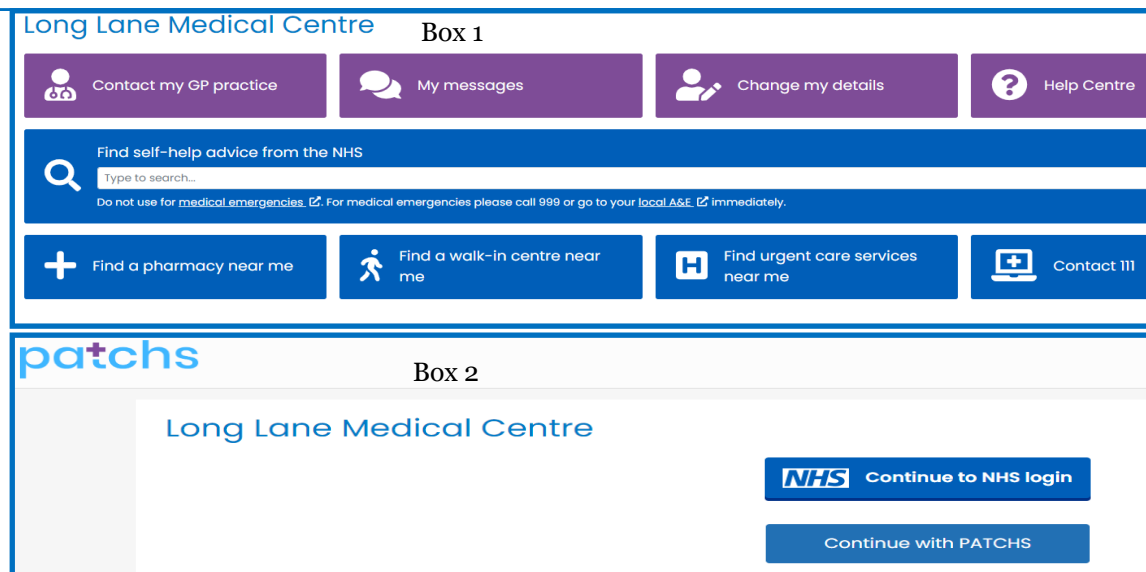
## NEW ONLINE CONSULTATION FORM - PATCHS

The boxes below are images of what you will see when you first access the practice website.

When selecting the purple box CONTACT MY GP (box 1) this will take you to the 2 boxes to access PATCHS (box 2).

If you use the CONTINUE with PATCHS option you will need to register for an account.

We ask for your patience and cooperation on the 23rd August as new systems always have teething problems.



*Not all contact with the practice needs to be by the telephone.  
You can book appointments and order medication online via the NHS  
App or any other online service.*

### TELEPHONES APPOINTMENTS

## TELEPHONES

Our new telephone system has been in place for around 15 months now and we are continuously looking at ways to improve this method of contacting the practice.

Some of our calls to the practice can be dealt with in other ways (see below), this will help free up the phone lines for patients who need to speak to a member of staff.

Online access via the NHS app or other service providers can help you :-

- Order medication
- Book appointments for either on the day or in the future. These appointments are part of our contract (if available)
- View results and medical record (on request)

### DID YOU KNOW

The system has a callback facility so if you don't want to wait in the queue at busy times you can request a call back from the practice.

## APPOINTMENTS

Our reception staff will ask you a reason for your appointment. This is not because they are being nosy, this is to make sure you are seen by the most appropriate member of staff within the practice.

All practices have a mixture of staff as the practice team is no longer 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) Assistant Practitioner (AP) Clinical Pharmacist, Paramedic, Mental Health Practitioner, Social Prescriber.

We truly want to offer every patient the best experience possible so please be kind to our staff if they ask you questions.

If you cannot make your appointment please cancel it as this could be offered to a patient that really needs it or one who has been waiting for some time (see figures on page 3).



## Use our online form to access the right care for you.

As well as calling or visiting the surgery, did you know that you can also get in touch with us by using an online form on our website?

It's convenient, secure and could save you time.

**Talk to us today to find out more.**

Your  
health  
matters

Help us  
help you

**DID NOT ATTEND  
APPOINTMENT (DNA)**

## PRACTICE—DID NOT ATTEND APPOINTMENT

Thank you to all our patients who booked and attended their appointment with our clinical team. Unfortunately we have a huge amount of appointments that patients do not turn up for, even after booking the appointment, we call these DNA.

The figures for DNAs from 20th July to 20th August are:-  
GP - 47 appointments = 11 hours 25 minutes or 705 minutes  
Practice Nurse - 77 appointments which we be around 30 hours worth of appointments.

The above figures are such a waste of precious time which could be offered to a patient who really needs an appointment.

**Don't waste an appointment, please cancel it if you don't need it.**

**PATIENT  
PARTICIPATION  
GROUP (PPG)**

## PATIENT PARTICIPATION GROUP

Do you want to improve health and health services in your local community?

Do you want to have the opportunity to have a voice and get involved in the way your health service is run?

We would like to know how we can improve our service to you and how you see our practice and staff.

If you answered **YES** to any of the above questions then you may be the right person to join our **Practice Patient Participation Group**.

If you are interested, please speak to the Reception Team who will add your details PPG Members list.



### Flu jabs

We will be using a system for you to book your own appointments online but you can still phone the practice if needed.

Look out for **AccBook**

### 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.