

# Hall Green Health Patient Newsletter 2015



## Patient Partner launching March 2015

**Be a wise night Owl and book your appointment 24/7 with our automated telephone line.**



**Just ring the surgery number and follow the instructions.**

Please note that HGH is launching an automated telephone appointment booking system which patients can use around the clock to help ease call congestion at the practice.

The service is due to go live at HGH on Monday 2 March. Known as Patient Partner, the automated system enables patients to book, cancel or amend appointments at any time without the need to speak to a receptionist. They can even call when the surgery is closed.

With around 27,000 patients on the practice register, the reception at Hall Green Health is always busy, particularly at peak call times between 830am and 11am. The automated system has been designed to make it easier for patients call at any time to manage their appointments, freeing up telephone lines for other queries and urgent problems.

Hall Green Health is firmly committed to providing great patient care, but as one of the largest surgeries in the West Midlands, pressure on the phone lines can cause delays. Hall Green Health wants to make it as easy as possible for patients to get in touch with the practice and Patient Partner will offer improved flexibility and access for our patients.

Callers will be able to make, amend or cancel routine appointments with their GP as well as for specific clinics such as phlebotomy. This system allows patients to notify the surgery around the clock if their appointment is no longer needed enabling appointments to be reallocated to other patients.

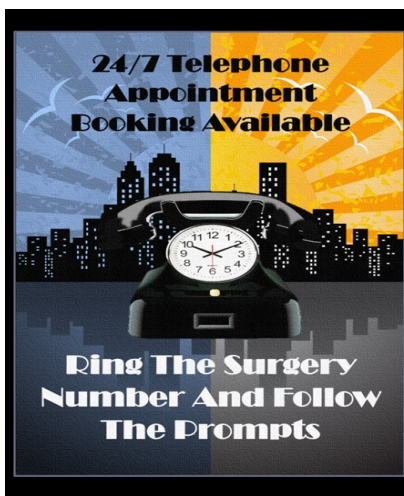
Hall Green Health hopes that as patients get used to the system, more people will use it. We realise that not everyone will want to use the automated service and if people prefer to speak to a receptionist to make an appointment, they may do so or use our Online Patient Access system.

The new system is simple to use. Calls are made to the surgery's usual number. Callers then select the Patient Partner option from the menu, entering their personal identifiable information for security purposes. The system detects spaces in the doctors' and nurses' diaries, and the patient can then choose their preferred appointment time by pressing a button on their touch tone phone. They can also use the system to check, amend or cancel appointments. Patient Partner was developed by unified communication specialists Voice Connect who have worked with GP surgeries for over 20 years. It is currently installed at around 800 surgeries across the UK.

**Book your appointment 24/7 with our automated telephone line.**



**Just ring the surgery number and follow the prompts.**



## Patient Check-in Terminals in Reception

Thank you to all those patients who have passed on their comments. We have listened to patient feedback and are in discussions with the provider who is working closely with us to address the performance issues and improve the patient check-in speed and service.



**Please note that Hall Green Health closes every Wednesday at 1pm and BADGER out of hour's service will provide cover. BADGER's Telephone no: 0300 555 9999**

## Friends and Family Test:-

The Friends and Family Test (FFT) is a contractual important feedback tool that supports the fundamental principle that



people who use NHS services should have the opportunity to provide feedback on their experience. It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice. The feedback gathered through the FFT is being used in NHS organisations across the country to stimulate local improvement and empower staff to carry out the sorts of changes that make a real difference to patients and their care.

## Book Appointments and Order Repeat Prescriptions Online

Please note that patients can make their routine appointment with their Doctor online as well as order repeat prescriptions. These services can be accessed via the Hall Green Health website using [Patient Access](#). Patients will need to register their interest with us so that we can set up a user account and password. If you are not registered with Patient Access please see a receptionist at the Enquiries desk and they can print the information you will need to register. You cannot start using the service until you have this information and have gone through the registration process. Please make sure you bring with you one form of photographic ID, e.g. a passport or photocard driving licence. If you do not have photographic ID please speak to a receptionist at the Enquiries desk.



## New Triage System

General practice is currently experiencing very high demands for appointments.

In order to improve access to appointments & ensure that patients are seen appropriately we have expanded our 'triage' system.

This means that any requests for same day appointments will be assessed by our Team Leaders & Clinicians.

You may be asked a number of questions about why you feel you need to be seen.

You will then be signposted to the most suitable option which may not be an appointment.

You may be asked to return home & await a telephone call from one of our Clinicians who will be able to assess your needs over the phone & if needed, arrange for you to be seen.

We appreciate your patience whilst this system is in its early stages of implementation.

## Staffing Changes

We are delighted to welcome **Dr Sonia Ashraf** who joins HGH as new salaried GP from April. We are also pleased to welcome **Sister Kay McKenna** back from maternity leave. To increase capacity and appointment availability, we currently have a number of new Locum GP's working at HGH. Locums **Dr Malik**, **Dr Geraghty** and **Dr Raja** will continue to work at HGH over the next few months.



We sadly say goodbye to **Dr Moore** who is retiring from HGH on the 31 March 2015 and wish her all the best for the future. And finally **Dr Sheila Pennington** and **Dr Eric Pennington** will begin their sabbatical leave for 3 months on the 1st March 2015.

## Flu Vaccination

Please note that HGH are still encouraging patients who are eligible for a flu vaccination or any additional vaccinations a suitable vaccination appointment. We are also offering Shingles vaccinations to patients aged 70,78 or 79 and Childrens Flu Vaccinations to children of ages 2, 3 and 4.