

Hama Medical Centre will soon be making a change to the appointment system which will improve the way that healthcare services are delivered. Total Triage, which is recommended by NHS England, has been designed to ensure that patients are given the most appropriate appointment or advice in the most timely way. It allows the patient to navigate their way to the most appropriate care.

All patients making contact with the practice, whether it's online, by phone or in person, will be asked several questions allowing them to be directed to the most appropriate care and service. For example, we now have a resident physiotherapist on rota who could be seen without the need for a GP appointment and subsequent referral which would take more time. By ensuring that the patient reaches the right person in a timely way, our clinicians will be available to answer questions, provide clinical advice and offer prescription renewals much more efficiently than before. This will also apply to annual checks for asthma, hypertension etc.

This system should reduce waiting times and enable the staff to attend to the patient's medical needs more promptly. By using remote consultations, where appropriate, for those who prefer the flexibility and freedom, more face to face appointments can be freed up for the patients who need them. But, of course, for patients still preferring to speak to someone, there is still a friendly receptionist on hand to assist with the questionnaire.

Have you heard about the Patient Participation Group? You can become a member and be involved in shaping and understanding the practice. Meetings are held every two months on a Tuesday morning. If you would like more information please contact 07482191448.