

Changes To Appointment System



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Making Prudent Healthcare Happen

Current Focus: Equity of Access

In response to patient feedback, we are changing our appointment system from Wednesday 1st August 2018.

Please find a patient information leaflet on the next page.

We will also be updating our website and social media pages with further information and guides on how to use the new system in due course.



**Faster, easier access
to your GP surgery**

Rapid | Personal | Secure

**New
Appointment
System starting
on Wednesday
1st August 2018**

COMING SOON

What is the new appointment system and how does it work?

We will be offering an online service called "Ask My GP" where you can seek help and advice from our GPs and Nurse Practitioners. The more information you give us when using this service, the better informed we are to help you quicker.

You will be required to register for an account through our website, log in and complete questions such as why you are contacting us, how you would like us to help you and what would be the best method to contact you i.e. telephone or online. The request will be sent to the reception team who allocate your request to the GPs and Nurse Practitioners. You will be able to request a specific GP or Nurse Practitioner should you wish to help with continuity. You will get a response from the team promptly within working hours. If you require a prescription, medical advice, or to see the GP or nurse practitioner you will be offered this on the SAME DAY.

Faster, easier access to your GP surgery

When you're feeling ill or anxious the worry of trying to get through to your GP surgery can be the last straw.

Our new service, **askmyGP**, now means that you can request help from your practice when, where and how it suits you.

Enjoy feeling more in control as you ask for help securely from your smartphone, tablet or computer. Bookmark the link in your browser so you don't forget.

All personal information you provide remains secure

What is askmyGP?

It's our online service where you can seek help from a GP. The information you give us means the doctors - or other members of staff - are better informed and can help you with your problem quicker.

How does it work?

Three simple steps

Fill in your online form



Your GP works out how to help



You see or speak to the GP

With askmyGP:

- ▶ You can message us at any time
- ▶ There's no need to book ahead
- ▶ You can look forward to a prompt response in working hours
- ▶ You can let us know when it's best to get back to you

askmyGP means you can get help quickly for yourself as a patient, as a parent or carer, for:

- ▶ A medical problem (non-emergency)
- ▶ Advice and reassurance
- ▶ Repeat prescription requests
- ▶ Test results and any other queries

How does askmyGP help you?

Extensive independent research clearly indicates that many consultation requests from patients and their carers can be handled over the phone safely and effectively.

askmyGP helps you to avoid unnecessary visits to our practice.

Your medical details remain confidential to you and your GP

Benefits to patients

- Patient requests will be dealt with on the same day within our opening hours
 - You will have a prompt response
- No need to phone and experience phone queues at 08:00, you can send a request online
- If the GP or Nurse Practitioner feel that you need to be seen, you will be given an appointment on the same day
- We will be providing more information on how to register and use the service in the next few weeks before we go live.

If you do not have internet access, you will be required to telephone the surgery and answer the appropriate questions to be placed on the system.

What do we ask from you?

- Please keep your contact details up to date
- Please be patient, we are trying to get it right and will listen to constructive comments

We believe that this appointment system will improve access for patients and ensure that patients are getting the best advice and care from us on the day that they need it.