

# Bedminster Family Practice

## Newsletter — September 2023



### Welcome to Bedminster Family Practice's Newsletter.

I am the new Practice Manager and my name is Denise, if you see me around please say hello and let me know about your experiences at the practice.

Many of you will have heard on the news about plans to improve access to general practice and we are excited to improve our patient's experience.

A recent patient survey indicated that whilst 91% of respondents felt our surgery services met their needs only 34% found it easy to contact us by phone. 49% of respondents highlighting a need to improve appointment accessibility, and although we are unable to increase the capacity of our clinical team, we do recognise the requirement to make better use of our availability.

In addition to GPs, we provide access to various other clinicians and services who can help with many different health concerns. Our Navigation Team (Receptionists) will assist you in finding the right clinician or service, as listed below:

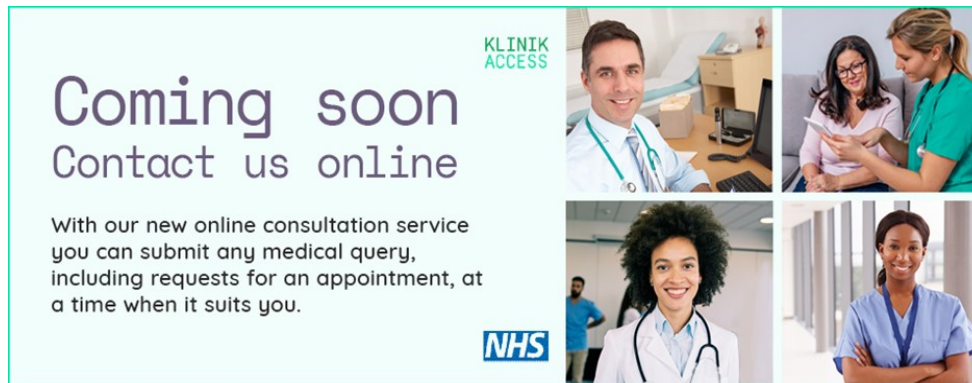
Role	Clinical Areas
<b>Advanced Nurse Practitioners</b>	Acute minor illnesses such as viruses, chest infections, tonsillitis, earache, etc. Recent onset of pain. Skin conditions such as rashes. Bites, burns, scalds.
<b>First Contact Physiotherapist</b>	New musculoskeletal problems (i.e., joint pain/stiffness, back pain etc.) Recent worsening of an existing musculoskeletal problem not current undergoing treatment.
<b>Clinical Pharmacist</b>	Medication queries, concerns about side-effects or usage, medication reviews, advice regarding alternative medications, reviews of particular health conditions.
<b>Nursing Team</b>	Wound care, blood tests, health checks, vaccinations and immunisations, blood pressure checks, ECGs, smear tests, contraception reviews, reviews of chronic illnesses.
<b>Mental Health Worker</b>	Support for patients experiencing poor mental health.
<b>Health and Wellbeing Coach</b>	Support for patients to improve physical and mental health through setting personalised goals.
<b>Social Prescriber</b>	Help for patients to improve their health, wellbeing and social welfare by connecting them to community services.
<b>Community Pharmacies</b>	The surgery can refer patients to local pharmacies for help with particular health conditions, some of which can be diagnosed and treated with prescription medication by the chemist. Pharmacies will contact patients within 24 hours of referral.

## Improving Patient Access

### Patients said:

- They were concerned they were missing out on the ability to arrange care for themselves or others due to the need to call at 8:30am each day.
- They were concerned that patients with more urgent needs may be missed because they can not get through on the phone.
- They wanted the ability to book appointments online.

**Acknowledging that the telephone queue doesn't always allow us to prioritise patient needs, we are implementing a new online system to help patients access services.**



**Launching on 02 October 2023** the system is called Klinik and will be accessible via the practice main website — [www.bedminsterfamilypractice.co.uk](http://www.bedminsterfamilypractice.co.uk).

**We will be asking all patients who have the ability to submit requests for appointments and other queries online to use this system.** The benefit of this is that it takes information about the health concerns and enables our staff to give patients the right appointment or service for their need.

**Patients with no internet access or who are unable to use the online system can still call the surgery,** where our Navigation staff will input their request into Klinik for them. We also have free WiFi in the waiting room if needed. **All requests, whichever format used, will be dealt with in the same way,** as all requests are processed in accordance with GP protocols. If an appointment is required, you will either be telephoned by a member of the team to arrange one, or will receive a text with a link to self-book.

### Please note:

- Requests for appointments will not be taken at the front desk due to confidentiality implications.
- **If you are looking to make an appointment during the last week of September** the practice will only provide same-day appointments, this is to maximise appointment availability for 02 October launch.
- For the first few weeks of the new system staff will be on hand in the waiting room to show patients how to submit a request online using their own devices.

We appreciate that this is quite a big change for some of our patients, but we are confident these measures will help to improve access and maximise accessibility to the multi-skilled team we have.

**We thank you in advance for your support.**

## New Telephone System

We are awaiting an installation date for a new telephone system.

The new system will allow for a bigger call queue so patients will not be stuck with the “engaged tone”. It will have a call-back function, meaning that if you are 4th or more in the queue you can choose an option which allows you to hang up, get on with your day, but maintain your place in the queue, and when your call gets to the front of the queue the surgery will call you back.



The system also has improved routing options so patients not looking to book an appointment can choose an option that can be dealt with by the right person quicker.

We want to ensure a safe and fair access to our appointments for all patients registered with us. Whether you contact us by phone or use the online tool, your request for an appointment will be processed in the same way.

### ONLINE

Between 8:30am and 5.30pm Monday to Friday requests can be submitted online using the Klinik tool via our website. It is the quickest way to let us know about new or ongoing symptoms, request a fit note, arrange appointments with our nursing team or update your contact details and much more.



Do spend some time familiarising yourself with the different options once Klinik is live on the 02 October 2023.

If you choose the “I have a New Health Problem” tile you’ll be taken through a series of questions about your symptoms. This helps us to navigate your problem and determine the urgency so it can be directed to the most appropriate appointment or service.

Please read the guidance text on each tile option in the system as this will help to ensure you provide all the information needed for your request.

### BY PHONE



Between 8:30am and 6.30pm Monday to Friday call 0117 966 3149.

If you are requesting an appointment, our Navigation Team will go through a series of questions with you, similar to that of the online system. Calls may last around 5 minutes to obtain all the required information.

## Contacting Us (Requesting Appointments)

### Practice Information

Further information can be found via:

- our website — <http://www.bedminsterfamilypractice.co.uk>
- our Facebook page (use the QR code opposite to open)



## How long will it take to get an appointment?

If you have a new problem or worsening symptoms of an existing problem please use the "I Have a New Health Problem" tile and then choose the appropriate heading. You will be asked to answer a series of questions, it is important you respond as accurately as possible as this is how urgency is assessed by the Klinik system.

If you have an ongoing problem and would like a routine follow-up with the same clinician, please use the "I Have an Ongoing Health Problem" tile and in the next screen provide as much information as possible.

We aim to respond to urgent clinical requests the same working day, unless received after 4pm when you may receive a response the next working day.

You may receive a call or a text message from our team to either book an appointment, receive information on a more appropriate service that you can be referred to, or be called directly by a clinician. If we need more information, we will contact you to obtain this. Some appointments can be booked online via a link that we will text you. If you are happy to use this service please ensure we have consent to send you text messages.

If an appointment is needed, it may be for the same day or to be booked in advance, depending on the urgency of your health problem.

Requests for home visits for housebound patients should still be made by telephone by 12pm if needed for the same day. Our Navigation Team will take details over the phone about the patient's symptoms to pass onto the clinical team.

You can also use the new system to request other things such as insurance reports, medicals, access to your online record, enquire about existing referrals and update your contact details. These requests are passed straight through to the relevant team at the practice.

## Supporting Our Staff

Our staff are working very hard to support patients through these changes, so we ask that you please be patient with them and cooperate as much as possible with the new systems.

The Partners and Management will be regularly reviewing the impact of the new systems and seeking feedback from patients on their experience.

**Thank you all for your continued support for the surgery, it is greatly appreciated!**

To request this newsletter in another format,  
please email [bedminsterfamilypractice@nhs.net](mailto:bedminsterfamilypractice@nhs.net)

