

Care Navigation & Exciting new computer system starting July 2020



THE 2018 GENERAL MEDICAL SERVICES CONTRACT IN SCOTLAND



A CLEAR ROLE
FOR SCOTLAND'S
GPs



BETTER CARE
FOR PATIENTS



MANAGEABLE
WORKLOAD



REDUCED
RISK



INVESTING
TO MAKE IT
HAPPEN



BETTER HEALTH
IN COMMUNITIES



We are introducing a new appointment booking system from
27th July 2020.
Prescriptions can still be ordered via Patient Access & the
Practice Website

NEW way to manage your health conditions.

To seek advice complete the online form. There is no need to
telephone or come to the practice.

Read on for more information on this exciting change to the practice
appointment system

As a practice we realise that getting advice and appointments is becoming a problem, we have listened to patients who have told us;

"It's difficult to get through on the telephone"

"You can never get an appointment"

"I phone multiple times in the morning just to be told all the appointments have gone"

In 2018 the Scottish Government issued a new GP Contract. This is designed to have more attached staff in the practice over the next few years.

These staff will include pharmacists, physiotherapists, mental health nurses, phlebotomists, treatment room nurses and other staff.

With the new contract the person who is most appropriate to give you advice or to see you face to face may not always be the Doctor.

The Practice is introducing an online system to allow the Practice to decide who is best for you to receive advice from. There will be an easy online form to complete.

No registration is needed and the software will also direct you to self help or advice video's which might answer the question you have.

The new computer form will allow you to;

- Access self-help resources
- Detail your symptoms via online forms
- Provide contact details that you will be available on
- Submit queries at your convenience
- Facility available online for patients 24-hours
- We will action Monday to Friday from 8am to 6pm (excluding public holidays)

If your request is urgent for the same day, please ensure the form is submitted before 10am and we will endeavor to contact you as soon as possible.

The best way to access medical advice is by using this system. The form you complete will be reviewed by a clinician and they will advise our care advisors what the next step is to be. This could be an appointment, a prescription, or for another healthcare professional to contact you.

If an appointment is required we will telephone you back to arrange an appointment as per reviewing clinician's instruction.

If, after review, it is decided you need to be seen on the day, this may not be with a Doctor of your choice due to GP and appointment availability.

The link to the On-Line form will be on our website, in the 'Appointment' section, and you can complete this anytime of the day/night. The submitted forms will only be reviewed during our opening hours:

08:30 to 18:00 Monday to Friday (except Public Holidays)

Please note that it may take up to 48 hours to contact you back, although we aim to do this as soon as possible.

The advantage is that you no longer need to wait for the telephone to be answered, as all advice forms will be reviewed by the clinicians as they come in.

This is a new initiative to improve the service we are giving to patients.

If you do not have;

- internet access
- a smart phone, tablet or computer
- someone who can contact us online on your behalf

Please telephone our Care Advisers who will be able to help you on 01334 871164 during Practice open hours.