

February 2015 newsletter from Park View Health Partnership

Patients online!

A patient emailed the practice with a number of questions regarding appointment booking. All patients have the option to register for online access at reception to enable you to make and cancelling appointments, request repeat prescriptions and view your immunisation and allergy records.

She asks:

Why can I only see the GP I am registered with - most of the time I don't mind who I see and there are also occasions when I actually want to see another GP. My GP was sure that I should be able to see all the GPs and I did raise it with reception but nothing has changed.

When you initially register at the practice, you are assigned a named GP. This GP works alongside another GP at the practice using a buddy system so that there are two GPs both of whom are well acquainted with each patient's medical history, making for a more efficient use of appointment time and absence cover. The system is set up so that you can book with your named GP but it doesn't have an option for a secondary GP to be added. It could be configured so that you could book with any GP, but that would make a nonsense of having named GPs who know your history.

The other day I tried to book online only to find there were no general appointments available at all, which I thought quite odd. But there was availability for appointments of type R and one other type (can't remember which) - I booked a type R but have no idea what this means. It would be nice if there was some help on the site explaining things like this.

We have a number of appointment types in the appointment book and appointment R is how we configure our routine appointments. You should book an R appointment when you book online and it should only be routine appointments that show up. The site isn't run by Park View Health Partnership, it merely links into our appointment book using some clever technology.

Why is it that there never seems to be appointments available within a month - every time I have tried to book recently, the availability seems to start in exactly one calendar month - is this just a setting you've imposed and, if so, I'm sure there's a very good reason why but it would be nice to see it explained somewhere.

Appointments are very scarce. All routine appointments are made available for online booking (approximately 50% of GP appointments are designated 'routine'). When they are booked by reception, they are removed from the online booking availability. It is sheer co-incidence that whenever you go online, it's exactly a month!

Whenever I come to the practice, the waiting room always seems empty with perhaps one or two patients waiting.

The building is huge and we are trying to grow into it. We currently only have one third of the patients that the building was built for. There are only two GPs on duty at any one time on average, and two nurses. So for a 10.30 appointment there would only be 4 people in the waiting room! Now we have started our emergency clinic from 11am, the waiting room is full so we are glad of the increased capacity.

Changes to how we manage your travel immunisations

To ensure that we provide a fair and safe service to our patients, we will be implementing new guidelines for patients who require travel vaccinations. If you are lucky enough to be travelling to destinations requiring immunisations, you will need to book your first appointment so that it falls at least 6 weeks before your date of travel. This ensures that, should you require a course of immunisation, it can become effective before you leave the UK. You will be asked to complete a travel form (available on our website and at reception) and give your destination and date of travel to the receptionist at the time of booking. If you are travelling within 6 weeks of requesting an appointment, you will be directed to a private travel clinic.

Upcoming Events

The CCG have commenced work on reviewing the current Local Specialist Urology Service (LSUS). The Service was initially established in 2010 to deliver care into the heart of local communities ensuring access to new high quality integrated urology services. The service has at its core Consultant urologists who are responsible for ensuring that continuity of care and consistent quality of care is delivered by members of the local specialist urology team. If you or somebody you know is currently a urology patient or has previous experience of the service and would like to take part in this review then please contact us at info@parkviewhealth.co.uk by 20th February 2015.

You will need to be available to attend one or two face to face meetings during the procurement process but otherwise contact will be via phone / email depending on your preference.