

Patient Newsletter

June 2019



Vine
Medical Group

TECHNOLOGY ADVANCES AT VINE MEDICAL GROUP

We are working really hard to embrace, and adopt many technical advances that enable us to guide you more effectively towards the care you need. Our teams have undergone significant training in using the additional systems and navigation of your care. We hope that by providing improved system facilities we will spend less time processing, and achieve many goals, including:

- Using the “freed- up” staff time to spend more time with patients who need our help.
- Giving you the ability to track the journey of your medication requests each step of the way online; from you to us, on to the pharmacy and through to the collection of your medication. You will know the whereabouts of your prescription at your fingertips 24/7, allowing you to better plan the collection of your medication around your lifestyle.
- Communicating more effectively with you, using personal text messages (*so from one of our team to just you*) regarding non-urgent messages about your care
- Developing a bespoke website, providing easier and more ways for you to access us, whilst also improving continuity of your care with any specific clinician. We will soon be working on how to enable video consultations (*for those who would prefer this*)...so watch this space!
- In June 2019, we will provide computers in our Health Centre, Forest End and Stakes Lodge

waiting rooms streamlining your repeat medication ordering, and enabling access our website to view “live” appointment availability etc giving you direct control more easily. Staff will be on hand to help you if you need it.

- Provide you with online access to view your records , test results and vaccination history 24/7.

Please note: **WE NEED YOUR HELP!**

There will not be any staff reductions as a result of the introduction of the above. This is **GENUINELY** about guiding you when you need something you don't need to speak to someone for, to contact us in a way that is hopefully convenient for you, and more time-efficient for us to process. This means we will have more time to help you during the occasions that you do need to speak to us.

We have estimated a time saving for GPs with these changes that will enable us to release **MORE ROUTINE** GP appointments back into the appointment system **AND** allow the consultation appointment time to increase from 10 minutes to 15 minutes per patient. **Now, that has to be good news!**

These appointments will be retained for patients who need GP care. We have many other highly skilled and Degree trained clinicians, including nurses, paramedics and pharmacists, several of whom also hold an additional prescribing qualification. Please, therefore, allow us to guide your care, so we can sustain these improvements.

New Interactive Website

Our in-house IT team have been working tirelessly in the background developing a brand new interactive website that allows you to securely order new and repeat fitnotes, repeat medication, link through to online eConsult with your GP, complete Health Data questionnaires (*for example asthma and travel*) to better inform our care to you; register online, seek self-help guidance as well as provide you with information about the practice.

A ground-breaking addition to our website is the regular uploading of 2 minute video clips to explain and detail why and how we do what we do. These are coming in the near future with Dr Fleischer the first to give a “star performance”. Next stop The Oscars?!

Online Appointments

As from 01/07/19 we will be releasing a significant number of appointments each day for you to book online with Nurses and Health Care Assistants (HCAs), bookable 3 weeks in advance. These will include blood test appointments; diabetic, asthma and smear clinics and travel advice telephone consultations to name but a few. The variety will be added to as we feel able to adequately guide you appropriately.

As from 01/07/19 you will be able to nominate someone to act as a proxy on your behalf for online services. They do not have to have full access to your records; you could just enable them to order your medication online, if that suits you. If you have a relative in a care home, for example, you may find this very useful. Consent from the patient is obviously required. Parents with children under 11 years will also be able to benefit from this facility. More details to follow later in the month.

Social Signposting

You may have met our volunteers at the Health Centre who work as part of a Social Signposting Service. It is a non-medical role to help with accessing financial support, local community groups, housing or seeking additional support at home. This work is carried out collaboratively with local charities and volunteer groups. The "Sign-Poster" stands at the podium in front of our current reception desk.

Phones

It is now a year since we upgraded our phone system which has brought a number of enhancements, including direct access to our prescription team as well as your position in the queue. In response to patient feedback, as from 17/06/19 we will be tweaking the options you hear. You will still be advised of the number you are in the queue, so if you hold, your call will be answered in a time-chronological way. There are permanently 8 – 12 Call Handlers answering your calls. Duration of calls average 4-5 minutes.

The system will offer 6 options:

- Option 1 To speak to our prescription processing team / in-house pharmacists, all based at Stakes Lodge
- Option 2 for non –Vine Medical Group Health Centre services e.g. midwives, podiatry, physiotherapists
- Option 3 for test result advice
- Option 4 to cancel appointments, directing you to an answer phone, where you can leave your details
- Option 5 for Health Care professional use only
- Option 6 for Routine /Same Day Care appointments and queries (depending on the time you call)
- Please hold for appointments (Same Day or Routine, depending on the time you call)

Waterlooville Fete

Following the many positive comments we received following last year, we will be attending this year's fete again, being held in Jubilee Park on Sunday 18th August, 11-3pm. We will be there, in a non-clinical capacity, explaining and guiding you with any aspect of our service and will answer your questions to the best of our ability. As you can see there is much to talk about!

Fax Machines



Fax machines are now widely considered a less safe method to transfer messages and documents and as a result all surgeries have been directed by the government to remove all machines as soon as possible. With this in mind, we will be removing ours from all sites as from 01/07/19.

Primary Care Networks (PCN)

You may well have heard on the news about the national directive from the government for all surgeries to form into "working groups" of 30,000 – 50,000 patients. EVERY practice in the UK has to belong to a group. We have chosen to work with Homewell.Curlew practice, as they share a very similar ethos to us, and we already deliver the paramedic Home visiting Service together, which works extremely well. We aim to work closer with the Havant County Council, Social Services the Voluntary Sector and Community Nurses, all of whom will link designated staff to work with specifically with us to allow more joined up care for all.

Please ensure we have your up to date mobile number and email address to receive notification of enhancements to our services. This can be done by downloading the NHS App!

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