

**ECP****NHS**

THE ELIZABETH COURTAULD SURGERY

# SURGERY NEWSLETTER

May 2012

Volume 6, Issue 1

## SATURDAY OPENING DATES MAY- AUGUST 2012

26 May  
9 June  
23 June  
7 July  
21 July  
4 August  
18 August

**The Elizabeth  
Courtauld Surgery**  
Factory Lane West  
Halstead  
Essex  
CO9 1EX

**Tel** 01787 47 59 44  
**Fax** 01787 47 45 06

**Surgery Hours**  
8.30am - 6.30pm  
(Monday, Thursday &  
Friday)  
8.30am - 8.00pm  
(Tuesday & Wednesday)

# APPOINTMENTS

In response to the many problems patients are having in being able to make an appointment with their GP, the surgery is changing the way it works the appointment system.

From 14 May 2012, the new system will work as follows:

### YOU CALL US

All patients who want to see a GP will be asked their name, their date of birth, which GP they would like to speak to, and for a phone number where we can call them back.

### WE CALL YOU

The names will be added to a contact list for that morning or afternoon for their chosen GP. The Doctor will then call all patients to decide who the patient need to see next.

### YOU GET TREATED

If the patient needs a GP appointment, they will be given one by the Doctor.

If the patient needs to see a nurse or health care assistant the Doctor will organize that. If a prescription is needed or if advice can be given,

that too will be done during this call.

### BENEFITS TO PATIENTS

1—You speak to your GP sooner.

2—You see your GP sooner where it is appropriate

3— You get more time with your GP when you need it.

4—You don't need to ring at 8.30am or try to be first through the doors. Everyone who calls will have contact with a doctor that day.

### BENEFITS TO DOCTORS

1—They can assess their patients over the phone and give them the right advice or appointment.

2—This will make better use of GP time. A lot of 10 minutes appointments are taken by patients who were better off seeing a nurse, a healthcare assistant or just picking up a prescription. It is better for things like Blood Pressure checks and Blood tests to see a trained nurse or Health Care Assistant.

### WHY ARE WE DOING IT?

It has been obvious for a while that demand for appointments is far great-

er than we can cope with. This has left many patients unhappy with the system. The receptionists have to deal with ever more angry and dissatisfied patients who are frustrated at not being able to see their doctor. The GPs are finding it hard to give good care to the sheer numbers of patients who need 10 minute appointments.

Under the new system for example, Dr Davey will be offering 50 patient contacts a day instead of her current 30. Not all those people will need to see her face to face, but those that do will be given an appointment with her. Others will be satisfied with phone advice or seeing a nurse.

### BETTER SERVICE

We know that it will sometimes be inconvenient to be phoned back but we hope that this system will stop the crush at 8.30, make the patients, staff and GPs days more pleasant and lead to improved patient care.

Dr Markham, our Senior Partner, says "We are sure this will give patients better access to the GP of their choice"

For more information, see the posters in the Surgery.

[www.elizabethcourtauld.gpsurgery.net](http://www.elizabethcourtauld.gpsurgery.net)