



01276476333

frimleyicb.bagshot.doctors@nhs.net

6 Park Street, Bagshot, GU19 5AQ

<https://www.bagshotdoctors.co.uk/>

Tuesday 20<sup>th</sup> of February 2024

Dear Patients,

With Winter nearly behind us, we welcome a new wave of change that we are excited to share with you. As many of you may know already, we welcomed Dr Sidhu as Partner earlier last year, and last month we welcomed our new Practice Manager Ms N Noel.

On the 21<sup>st</sup> of February 2024 we will be launching a new booking system which we hope will improve patient and staff satisfaction. All GP appointments will now need to be requested via the online econsultation form located on our website for over 16s and under 16s via the healthier together App. If a patient is unable to fill in this form themselves our trained receptionists will be able to do this for you via telephone.

#### **Why do we need to do this?**

*By using an online appointment form we can provide a more effective and equitable booking system that allows us to have a better understanding of patient needs and increase continuity of care where needed. For example, collecting structured information at the point of contact enables us to: filter between admin and clinical queries, navigate requests to the right service or member of team, prioritise requests and allocate to an appropriate clinician.*

During the first initial months of this model, we predict a longer than normal wait time for calls to be answered by our receptionists, due to them supporting patients with the new system. We would like to thank you in advance for your patience and continued support.

#### **What can you do to help?**

- *Where possible use the econsult platform or healthier together app via the website to request an appointment.*
- *Use the NHS App to look at your test results, request your repeat prescription and book routine appointments with the Nurses or HCA team.*
- *Use our new website to request non-clinical work such as subject access requests (SAR's).*

#### **What have we done to reduce the impact on staff and patients?**

- *We have successfully recruited two new receptionist who will be working in the morning to help reduce wait times on the phone.*
- *We have employed a temporary administrator to help during the first 3 months.*



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- *We have employed a salary GP and adhoc locum support to provide additional clinical capacity within the practice to help keep wait times for routine appointments under 2 weeks.*
- *We have successfully recruited our Paramedic Rob*
- *We have enabled the call-back feature within our phone system so that patients can get on with their day while 'waiting in the que'.*
- *We have worked alongside the local ICB to create a more user-friendly website.*

This process will allow a more sustainable model of general practice working, increase appointment availability, empower you as the patient to use self-service and self-referral services where appropriate, the choice to be able to book appointments in advance, and create a more transparent process that allows us as a practice to perform more personalised care leaving you as the patient more informed.

#### **Can I still book nurses appointments without filling in an econsultation?**

*In short, yes! You will be able to book most nurse appointments via the NHS App or patient access or via our receptionists.*

One of our main aims for this new model is to improve patient and carer experience and this is why we encourage you to join our newly formed Patient Participant Group (PPG) which will be meeting 2-monthly to discuss these changes and help contribute to patient friendly adaptations.

Kind Regards,

Dr Lancashire & Dr Sidhu  
Park House Surgery Partnership