

PORT ISAAC POST

www.portisaacpractice.co.uk

Service/appointment adjustments from 3rd June 2019

General practice across the country is facing unprecedented challenges in workforce recruitment with increasing complexity and demand for primary care. Changes in workforce at a national and local level have an impact on the way primary care is run. Following recent changes in clinical staffing at Port Isaac Surgery, we have undertaken a review of how we can continue to deliver services to our patients in a safe, sustainable way.

The practice will be moving to a new model of providing care, adopting systems widely used across the country. The aim is to ensure that we are able to provide efficient care tailored to our patient's different needs. For example, urgent and acute illnesses compared to routine, long term care and follow up.

Main Points:

Care will be provided using a range of clinicians including:

- o Doctor
- o Nurses
- o Pharmacists
- o Specialist paramedics

Reception Team:

- o Have been trained in ensuring that patients see the right person at the right time
- o Rely on information provided by patients to facilitate this
- o Where this information is not available, we will be unable to ascertain what appointment type is required and will offer the next available routine appointment

Routine Appointments:

- o Still be available to be booked in advance (up to two weeks)
- o Will be either face to face or by telephone, at a time and location that is convenient
- o Patients with very specific requirements may find they need to wait longer before a suitable appointment becomes available

Urgent care requiring on the day assessment:

- o Will be under the care of an acute clinician
- o May be dealt with over the phone, or at one of our surgeries
- o We may not be able to offer a choice of clinician or surgery site

Appointment Booking:

- o To ensure fair and equitable access to booking appointments, we will no longer be able to take bookings at the reception desk
- o All appointments will need to be booked over the phone or online, and we will be improving access and accessibility to booking appointments in this way

The improvements to our service that are outlined above are aimed at ensuring a safe and sustainable future for Port Isaac Surgery and our patients. We strive to provide a modern, efficient primary care service.

Welcome to Dr Marshall

We are very pleased to announce that Dr Marshall joined the practice as a full time partner on 1st July. Dr Marshall brings with him a wealth of knowledge and experience, having previously worked in Scotland as a GP partner for 20 years, during which time he also served on the BMA for a period of 10 years. Since moving to Cornwall a few years ago, he has worked as a successful medical director for the out of hours service, and most recently served as clinical lead for a large practice in Plymouth.



ONLINE ACCESS

You can book your appointment or order your repeat prescription online using the Patient Access App or the NHS App.

To use EMIS Patient Access you will need a Practice ID number and Access ID number which is obtained from the practice reception.

Please call 01208 880222 for further details on how to register or go to <https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

Telephone Statistics—why we ask you to call for admin after 9.30am

- On Monday 8th July there were 263 telephone calls between 8.30 and 9.30 am
- 129 of these were answered by the 5 staff we have working
- This equates to 26 calls per staff member, each call being approximately 2.5 minutes long
- We have five receptionists answering the telephones
- The demand far outweighs the capacity to answer the calls
- Please do not call for administration reasons between 8.30—10am as this is our busiest time and we will not be able to help you
- If you require a routine appointment please call after 10am — on Monday 8th July we had 48 calls between 10.00 and 11.00 am all of which were answered.
- On average we deal with 11,500 telephone calls a month

PORT ISAAC PRACTICE WEBSITE—New look

Our website has been redesigned to make it easier for you to gain instant access to the information you need. As well as specific practice details such as opening hours and how to register, you will also find a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations. You can also subscribe to receive this newsletter automatically by registering online www.portisaacpractice.co.uk

