



Jubilee Surgery PPG in conversation with

Shaun Austin, Operations Manager.

Responding to FAQ's (Frequently Asked Questions) recently raised by patients regarding making appointments, Shaun told us that the team are continually making efforts to improve the ease of access to appointments. Please see below for responses to specific questions

Question 1

Why are there always blood test appointments available to book, but not necessarily GP appointments?

Why is it so difficult to get a routine appointment with a GP, E-consult is not always appropriate?

Blood tests are much shorter appointments therefore there are many more of them offered by the Phlebotomist in each clinical session. 100% of our blood test appointments are available to book online and are only booked by patients who have been requested by a clinician to have a blood test.

Routine GP appointments are made available each day at 10:00am. However, only approximately 50% of these are made available to book online. This is due to the high demand for GP appointments and the need for us to give fair access to all of our patients, not all of whom will have the ability to make online appointments. We are therefore only able to offer a percentage of appointments to book online, in order that patients who phone the surgery, or present at reception, have an equal opportunity.

E-consult, in most cases, is appropriate. This is a great way to receive some quick advice from the GP. The patient information leaflet "Tips about what to do if you feel unwell" is also available to help you to decide the best course of action. If you are not sure if you need a routine GP appointment or not, we would always recommend that you complete an E-consult in the first instance. After reading the E-consult, the GP will determine the best course of action for you. You will receive a response by the end of the following working day. The outcome of the E-consult will be one of the following:

- GP can deal with the enquiry from the E-consult and you will be notified of their advice, by phone or text (please ensure we have your correct contact details)
- The GP decides you require a face to face consultation of a more pressing nature and will ask the receptionist to make contact with you to arrange a priority appointment.
- The GP determines that you require an appointment, but that it is not urgent and your appointment need is "routine", and you will be advised to contact the surgery to arrange this. They may give you some advice on how to manage your symptoms in the meantime. All

	<ul style="list-style-type: none"> ▪ appointments are released at 10:00 and you will need to use the online service, come to reception or phone the surgery at that time. ▪ The GP feels your symptoms are best treated by another member of our clinical team and you will be contacted by phone, or text, to redirect you to book an appointment with the appropriate clinician, for example a Nurse, Health Care Assistant, Phlebotomist, Physiotherapist, Social Prescriber .
<p><u>Question 2</u></p> <p>What is the system for online appointment release?</p>	<p>All routine GP appointments are released daily at 10:00 this includes those to be booked by phone, at reception, or online. However, 50% of these are made available to book online. This is due to the high demand for GP appointments and the need for us to give fair access to all of our patients, not all of whom will have the ability to make online appointments. We are therefore only able to offer a percentage of appointments to book online, in order that patients who phone the surgery, or present at reception, have an equal opportunity.</p>
<p><u>Question 3</u></p> <p>How do you decide what time to release appointments?</p>	<p>The 10:00 release time for routine appointments was decided following a vast amount of feedback that patients who were finding it difficult to get through to the surgery at 08:00, due to the high number of calls coming through for our urgent need Same Day Access Service, routine appointments, home visit requests and other enquiries.</p> <p>This was discussed with our Patient Participation Group and at an open meeting. It was agreed that it was important that patients who had been poorly overnight and needing to make urgent Same Day Access Service appointment, should be given priority between 8-10:00am to prevent them from becoming more unwell.</p> <p>Releasing routine appointments at 10:00 has also improved patient experience as the wait time on the telephone has reduced considerably for most callers.</p>
<p><u>Question 4</u></p>	<p>Patients provided feedback that 4 weeks was not a reasonable wait time for a routine GP appointment. We therefore made changes to our appointment system in December 2019; this has</p>

<p>Why can't I book a routine GP appointment 4 weeks ahead?</p>	<p>brought the waiting time down from a 4 week wait, to 2 weeks.</p> <p>If you would like, or a clinician has asked you to make a routine appointment in 4 weeks' time, you will need to wait until 2 weeks prior to the appointment date before you can book.</p>
<p><u>Question 5</u></p> <p>When the E-consult is reviewed by a doctor, why am I told to make an appointment with a doctor when there are no appointments available?</p>	<p>The outcome of an e-consult will vary depending on the information you have given. The outcome of your e-consult will be one of the following:</p> <ul style="list-style-type: none"> ▪ GP can deal with the enquiry from the E-consult and you will be notified of their advice, by phone or text. ▪ The GP decides you require a face to face consultation of a more pressing nature and will ask the receptionist to make contact with you to arrange a priority appointment. ▪ The GP determines that you require an appointment, but that it is not urgent and your appointment need is "routine" and you will be advised to contact the surgery to arrange this. They may give you some advice on how to manage your symptoms in the meantime. All appointments are released at 10:00 and you will need to use the online service, come to reception or phone the surgery at that time. ▪ The GP feels your symptoms are best treated by another member of our clinical team and you will be contacted by phone, or text, to redirect you to book an appointment with the appropriate clinician, for example a Nurse, Health Care Assistant, Phlebotomist, Physiotherapist, Social Prescriber (please make sure the surgery holds you correct contact details).
<p><u>Question 6</u></p> <p>Why can't a parent complete an e-consult for their under 16 year old child?</p>	<p>Parents can complete an E-consult for any child under the age of 16. However, as a child safeguarding precaution, the service is limited to only minor ailments.</p> <p>To access the paediatric version of E-consult, you will need to go via the Jubilee Surgery website and access E-consult on the left hand panel as you would for yourself. This will navigate you to the E-consult home page which displays options on 4 tiles, one of which will give the option of "I want help for my child".</p>

Question 9

Where do I seek help if the surgery is closed?

Please look at the patient information leaflet “ Tips about what to do if you feel unwell”.

If you think it is an emergency:

Calling 999 or going to A&E are for critical or life-threatening situations. A&E provides emergency care for people who are badly injured or show the symptoms of serious illness.

- * loss of consciousness
- * persistent, severe chest pain
- * breathing difficulties/not breathing at all
- * severe bleeding that cannot be stopped
- * suspected heart attack or stroke
- * severe allergic reaction
- * suspected sepsis
- * mental health concerns

A&E Department, Queen Alexandra Hospital, Cosham, PO6 3LY

IF YOU ARE UNSURE, CALL NHS 111:

- * when you don't know who to call for help
- * need information about a health issue
- * need help to decide if you need A&E or another urgent care service.

NHS 111 is available 24 hours a day and you will be helped by a trained adviser who can connect you to a nurse, dentist or GP and send an ambulance if needed.

The Jubilee Surgery team is continually working on ways to make access to routine appointments easier

Please ensure that the surgery has your correct contact details for yourself, anyone you care for or are cared for by. Please include address, home telephone, mobile telephone, email address.