

HIGHFIELD SURGERY ACCESS NEWSLETTER

JUNE 2008

CHANGES TO THE SURGERY TELEPHONE NUMBERS

From Monday 30th June 2008 there will be only one telephone number for Highfield Surgery and that will be the main surgery number:

01253 345328

We will no longer be using the appointments line and prescription line numbers. If patients ring either of these old numbers after this date they will hear a BT message instructing them to ring the main surgery number.

When you ring the main surgery number (01253 345328) you will be given 7 options

Option One ~ Appointment Cancellations

This is a new service. This option connects you to an answer machine where you can leave a message cancelling appointments. Messages left on this machine are checked every 30 minutes. Please only use this option if you wish to cancel an appointment and don't need to make another appointment.

You can also Cancel Appointments outside normal surgery hours by directly dialling the Appointments Cancellation line on:

01253 336598.

Option Two ~ Appointment

Use this option if you wish to make an appointment.

Option Three ~ Prescription Enquiries

As now, the Prescription enquiries line will only be manned between 10.00am and 1.00pm, Monday to Friday. If you choose this option outside these times you will hear a message telling you the prescription line opening times. *This is not an answer machine and you will not be able to leave messages.*

Option Four ~ General Enquiries including requests for Home Visits

Use this option for general enquiries, including requests for home visits. If you need a home visit we ask that you contact the surgery with your request before 11.00am however if your enquiry is of a routine nature we would be grateful if you delayed ringing the surgery until ring after 2.00pm as before this time the surgery lines are very busy and you may have difficulty getting through.

Option Five ~ Insurance or Benefit Report Queries

This option is generally for use by insurance companies and benefit agencies. If patients have handed insurance forms in at the surgery reception they should choose Option 4 (General Enquiries) when enquiring if their form is ready for collection.

Option Six ~ Practice Secretaries

We would not expect patients to routinely use this option as most patient enquiries can be dealt with by the staff on the General Enquiries line.

Option Seven ~ Administrative Queries

This option is for use by other NHS organisations.

New Appointments Cancellation Line

On 30 June 2008 we will be introducing a new *Appointment Cancellation Message Line*.

From that date, when patients ring the surgery on 01253 345328, one of the options they will hear on our automated system will be the cancellation message line (Option One).

Patients who use this line will only be able to cancel existing appointments and as it is an automated system and you will not be able to re-book appointments.

Patients will be asked to leave their name, date of birth, the date and time of the appointments they wish to cancel and the name of the doctor or nurse with whom they have the appointment.

This message line will be checked regularly during working hours, however if the time of the appointment you wish to cancel is within one hour of your call please choose Option Two (Appointments) so that your cancellation can be actioned immediately and your appointment re-allocated.

Patients can also cancel appointments outside of normal surgery hours by dialling the cancellation message line direct on
01253 336598

We are Opening Earlier in the mornings and Keeping our Phone Lines Open for Longer

Since the beginning of the year we have been endeavouring to improve access to our patients in a number of ways.

1. The surgery doors are now open from 8.00am until 6.00pm, this means that we are open 1/2 an hour earlier each morning, and we no longer close over the lunch time period. We have also started to offer some early morning nurse appointments (from 8.00am) for patients unable to attend surgery for blood tests during working hours.
2. The surgery telephone lines are now manned from 8.30am until 6.00pm on Mondays, Tuesdays, Thursdays and Fridays and until 12.30pm on Wednesdays.
3. In an effort to make it easier for our working patients to contact the surgery by telephone we now man the telephone lines over the lunch time period

These measures amount to the surgery doors being open for an additional 6.5 hours per week and the telephone lines being manned for an extra 7.5 hours longer each week.

Book Appointments and Order Prescriptions without leaving your home



Two years ago we introduced a new on-line service to patients registered with the practice.

This service allows patients to order their repeat prescription, and to book or cancel doctor's appointments on-line, 24 hours a day.

The system allows patients access to the appointments section of their medical records where you will be able to view available appointments. The system allows you to cancel and to re-arrange doctors appointments without leaving your home, or work desk and without having to speak to a member of staff.

Since its launch over 2000 of our patients have registered to use the service and we have received some really positive feedback. You don't need to be on regular medication to use the service, just to be registered with the practice.

To sign up for this service simply complete a registration form, available from reception, and we will send you a pass code and simple instructions on how to access the website.

Why don't you pick up a form before you leave the surgery today?