



Right Care

Right Time

Right Clinician

## A Quick Guide to our Improved Appointment System

The aim of this guide is to explain the changes we are making to our appointment system from Monday 30 September 2019. We hope the changes will make it easier for you to access the appointment you need when you need it.

### Why Change?

Before our practices merged to become Holderness Health, we all had different appointment systems. This has continued up until now but it makes it very difficult for us to make the best use of our buildings, doctors and other clinicians. It also means that we have less opportunity to offer appointments at different locations.

#### We want to offer a system that:

- Is easy to understand
- Provides the right balance of 'same day' and 'book in advance' appointments
- Reduces waiting times for book in advance appointments
- Increases the opportunity for you to see a clinician of your choice when you have a chronic or long-term condition or you need a routine appointment
- Makes best use of our whole workforce

We received over 300 responses to our appointment survey and have used this feedback to help design our new appointment system. We also thank members of the Patient Participation Group who attended a meeting to help us get started with this project.

# Our New Appointment System

## Same Day Team



The Same Day Team will offer help when you need an urgent appointment today. The team will include a mix of Advanced Clinical Practitioners, Advanced Nurse Practitioners, Physician Associates and Registrars working under GP supervision.

These 10 minute appointments will be right for you when you have symptoms such as:

- **Breathlessness**
- **Wheezing**
- **Stomach pains**
- **Infections that have not responded to simple treatments: ear, chest, throat etc.**
- **New or severe pains**
- **Sudden worsening of an ongoing or long-term condition**

Appointments with the Same Day Team are not pre-bookable and will be released every weekday morning.

## Book in Advance



Our Book in Advance Appointments are for when you need a routine appointment or wish to see your usual clinician for help with managing a chronic or long-term condition. The team will include GPs, Nurse Prescribers and our Nurses and Healthcare Assistants.

We will be extending our Book in Advance Appointments with our GPs to 15 minutes so that they have more time to help diagnose and manage your condition.

Book in Advance Appointments will be released 21 days, 14 days, 7 days and 3 days in advance. This will ensure that there are always new appointments being made available for booking. At least 25% of appointments will be made available to book online.

# What Does This Mean For You?

For now, we have tried to keep the changes you will experience to a minimum. The biggest change will be for Hedon patients as we will be using one of our buildings for the Same Day Team and the other building for our Book in Advance appointments. The site you attend will depend on the type of appointment you have booked:

## Church View Surgery

You will normally attend here when you have an appointment with the Same Day Team.

You will not have a choice of clinician.

## Hedon Group Practice

You will normally attend here when you have a Book in Advance Appointment.

You will be able to book to see your usual clinician.

Organising our appointments in this way will help us to make the most of our staff and we hope will ensure a smooth service. It will not be possible to see your preferred GP when you visit the Same Day Team as this service is to provide you with immediate care. However, when you book ahead, we hope it will be easier for you to obtain an appointment with your usual GP.

In Withernsea, we are hoping to increase the number of Book in Advance Appointments that are available.

At our smaller branch sites where we do not have a full team in place, we will continue to offer appointments as we do currently.

Our GPs will be more mobile across different sites and patients will have the option to travel between our 'Hedon Hub' and our 'Withernsea Hub' if they wish to do so and appointments are available.

## We ask that you help us by:

- Using the right service at the right time
- Giving our reception teams the information they request about the reason for your appointment – this is so they can direct you appropriately within our service
- Bringing just one issue to each appointment – although we know this can be frustrating at times, it helps us ensure that we are giving proper attention to each issue

### **To make an appointment:**

Please ring your usual number – remember you can now book in advance at all sites for routine appointments

### **When attending your appointment:**

Please go to the site advised by the receptionist

### **When ordering and collecting your repeat prescription:**

Please order and collect repeat prescriptions from your normal site

### **When you need an acute prescription from an appointment with the Same Day Team:**

Please collect your prescription from the site where your appointment has taken place

## **Will there be more Changes in the Future?**

We are looking at options for a new phone system which we hope will be in place by early 2020. We are also looking at how we can offer better access to evening and weekend appointments. We will share information about further changes as soon as any decisions have been made.

## **And Finally....**

This is a new way of working. We have given a lot of time and thought to trying to figure out what will and won't work. However, we don't expect everything to work perfectly from Day 1. If you have feedback about the new system (good or bad), please share it with us so that we can work on ironing out any problems.

Thank you in advance for supporting us as we make these changes which we genuinely believe will improve access to appointments.