

Four stylized human figures, each with a circular head and four limbs, arranged in a circle. They are rendered in a light green color against the background.

PATIENT **CONNECT**



You said We did!



Following the introduction of **Patient Connect** we have listened to your feedback and made a number of **improvements** to the service we offer. Also to support your use of patient connect we have compiled some **top tips** to help you access the *right care, at the right time, with the right health professional.*

Many patients have told us how they have benefited from same day access and no longer needing to wait over 4 weeks for routine care. However, we understand that there are difficulties in getting the help or information that you need and **we are working to resolve**

These are the **changes made to improve Patient Connect**

- We have recently **increased** the number of phone lines to help improve access into the system.
- We are working on a system to log all patient interactions with patient connect. If you have not managed to get an appointment for a routine or non-urgent condition after a few attempts, our Care Navigator team will be made aware of this and **ensure you get the help you need**.
- We are currently recruiting **additional GPs** and Nurse Practitioners to help deliver the best service possible.
- Our Care Navigators and Health Professionals are all receiving **on-going training** to help improve your experience.
- We are currently **reviewing** our automated phone messages and our website to provide clear information on what we offer to our patients.
- We will **publish our Top Tips** on how to use and get the best from the system in the local press, and our patient newsletter.
- We have **increased** the number of evening appointments between 6.30-8pm. This will mean that people who find it difficult to use our service during the day can be offered face to face pre-bookable appointments, subject to availability. Please speak to our Care navigators to book one of these.

Top Tips & FAQ's

to answer *your* questions



Question: I am struggling to call the practice in the morning to arrange a telephone consultation?

Answer: You can pre book a telephone consultation on the day online and book a call back at a time to suit you. You will need to register first from our website. <https://www.fromemedicalpractice.co.uk/information/appointments>. This solution really helps our patients who may have limited time in their work place to make a call.

Question: How can I make an appointment with my preferred GP?

Answer: Go to our website and you will be able to see which doctor is working up to 3 weeks in advance. For routine consultations you can call or book a call back online on a day you know your preferred GP is working. We also recommend checking the website on the evening or morning before your call for any amendments to our schedules due to illness. We will always offer you a consultation with your preferred GP if available.

Question: What if I can only make an evening appointment?

Answer: These appointments are made available 2 weeks in advance. We are unable to offer these through online booking at the current time.

Question: I have spent over an hour on the phone trying to get an appointment, is there a better way?

Answer: Our average wait times for a call to be answered are around 5-7 minutes. On a busy day you may experience wait times up to 20 minutes. Please only wait on the phone when you have heard the words "Welcome to Frome Medical Practice- Patient connect appointments line". Please be aware that longer wait times could be because patients have not been connected into the Frome Medical Practice system by their call providers due to call volume.

Question: How do I know what position I am in the queue when making a call?

Answer: We are looking to reintroduce our call queue position information, as many of you have said you prefer this, and have increased the number of call navigators taking the calls. We found many people were saying they had put the phone down when they heard they might be 20 or higher in the queue. We understand this can put people off waiting but please try and stay on the line as calls move quickly through the queue.

Top Tips & FAQ's

to answer *your* questions



Question: What can I book ahead for?

Answer: All our appointments with our Practice Nurses and Health Care Assistants can be booked in advance. Some GP appointments can be pre booked for evening clinics. You can also pre book HGV medicals, mother and baby checks and other routine areas. We recommend you book at least 4 weeks ahead for these. We also recommend if you are calling to book one of these appointments you may want to call later in the day when the phone lines are less busy. We will be updating our website to make it easier for you to see which health conditions can be seen by which of our health professionals. Please visit our website for more details.

Question: What can I see the pharmacist for?

Answer: We are lucky to have the St Aldhelm's pharmacy in the Medical Centre Building. Over the counter remedies can be purchased. Our pharmacist and St Aldhelm's are now able to directly prescribe treatment for impetigo, conjunctivitis (age 1 and above) and for Urinary tract infections in women. There will be some exceptions when they recommend you need to see your GP.

Question: Why has my Doctor or another health professional booked me to see a nurse practitioner?

Answer: We are very fortunate at Frome Medical Practice to have Nurse Practitioners who are highly skilled in helping patients with many conditions and you maybe booked into these if they are the best person to help with your condition. Our website will explain the treatment they provide.

Question: I have run out of phone credit or don't have a phone what should I do?

Answer: You can book your appointment for a call back in person. We have phones available in the practice that patients can use to receive a call back. If you speak to a Care Navigator in person they can also advise you.

Top Tips



1. We have a limited number of pre bookable evening appointments for those who find they are unable to see a Doctor during the day.
2. If you need a routine nurse appointment please call the practice after 2pm when the lines are quieter.
3. If you are unable to call in the morning due to work or other commitments try using our online call back appointment system to book a call back at a time to suit you.
4. If you have specific needs that make booking or receiving a call back over the phone difficult please speak to one of our Care Navigators who can advise you.
5. For coughs, colds and minor ailments you may want to seek advice from your pharmacist. From 1st May you can also see your pharmacist for Conjunctivitis (age 1 and over), Impetigo and simple urinary tract infections requiring antibiotics.
6. If you are receiving care from a specific GP for a condition that does not require urgent care call for an appointment on a day you know that doctor is in. This will really help you with continuity of care. You can see availability for appointments on the front page of our website.
7. We are really proud to have such a dedicated staff team across the whole of Frome Medical Practice.
8. Everyone is committed in offering you the best service to meet your needs within the resources available on the day. We understand some situations can be frustrating, particularly when you may be unwell. Please remember we will always do everything we can to offer you the best care possible.

Frome Medical Practice
supporting your health

