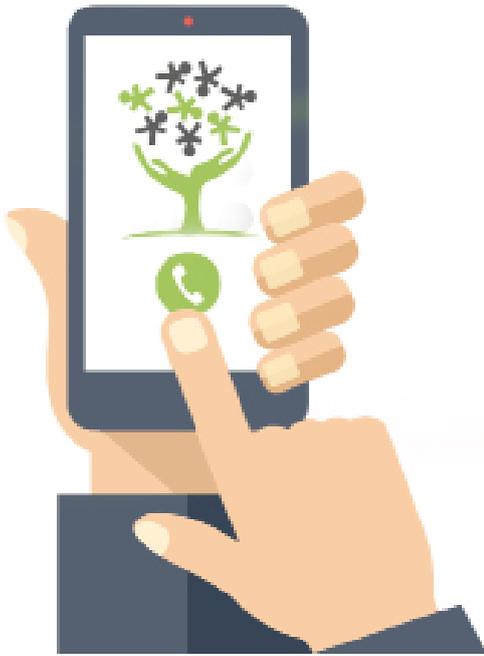


Four stylized human figures, each with a circular head and a star-shaped body, arranged in a circle in the upper left corner.

PATIENT **CONNECT**



You said We did!



Since the introduction of **Patient Connect** we have listened to your feedback and made a number of **improvements** to the service we offer. This is an on-going process.

To support you we have compiled some **top tips** (*please see page 6*) to help you access the *right care, at the right time, with the right health professional.*

Many patients have told us they have benefited from same day access and no longer needing to wait over 4 weeks for routine care. We are delighted with this outcome yet are continuously working to make improvements and do all we can with the resources that are available to us.

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

- We have **invested** our phone systems to help improve access.
- We are recruiting **additional GPs**. We have also recruited four new Nurse Practitioners, two of which are specialists in Mental Health, to help us deliver the best service possible.
- Our Care Navigators and Health Professionals are all receiving **on-going training** to help improve your experience.
- We have **reviewed** our automated phone messages and our website to provide clear information on what we offer to our patients. This is an ongoing process.
- We have **published 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.frommedicalpractice.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: When is the best time to call?

Answer: Our phone lines open at 8:00am in the morning. Our busiest times are between 8:00am and 9:00am when you might experience longer waiting times. For any routine nurse appointments we recommend calling after 2:00pm.

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 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.

Top Tips & FAQ's

to answer *your* questions



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. You can also see your pharmacist for Conjunctivitis (age 1 and over), Impetigo, simple urinary tract infections requiring antibiotics and the morning after pill. St Aldhelms and Lloyds Pharmacy Stonebridge offer these services. Asda Pharmacy also offer the morning after pill and pre-bookable appointments for erectile dysfunction.
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 always aim to offer you the best possible care with the resources we have available and we welcome both your understanding and constructive feedback.
8. Stay up-to-date with what is happening at the practice by regularly checking our website, it can save you time, keep you informed and bring you peace of mind. You might also want to sign up to our patient newsletter and you can do this on our website.



Frome Medical Practice
supporting your health

