

CNHC-PPG

Zoom meeting held on 28th May 2021

Present: Moira-Chair; Peter- Sec; Sue Butterworth; Chris Knowles

1. The meeting focussed on the new appointment system publicised by CNHC and due to start On 4th June.
 - a. The comments are in appendix 1)
 - b. Additionally, the front door will now be open for patients, they will be asked to hand sanitise themselves and go to the new reception desk to book in.
 - c. The new system to be posted on PPG F/B page
2. AOB. Social Prescribing
 - a. Does SP provided by Age UK get added onto each patient's NHS record?
 - b. Several comments had been put on FaceBook pages of the PPG and Nextdoor Chipping Norton saying that the appointment system was not good enough. The change of system should improve things.

Next meeting: Monday 21st June at 7:30 p.m.

Appendix 1) **Comments:**

The previous appointment system had its problems, need to ensure that all patients know how the new system will work

It is apparent that both patients and the staff have been under considerable pressure because of the ongoing pandemic, but both need to respect each other.

It was felt that a review of the appointment system would be extremely useful, once it has been in use for a while

Continued communication, using all means possible with all patients about how the system works and the services available would be helpful.

Appendix 2) **CHANGE TO APPOINTMENT SYSTEM**

From Friday 4th June the way in which you will be able to access an appointment for a medical assessment is changing.

It will no longer be necessary for you to call first thing in the morning in order to be placed on your own GPs list for the day and you do not need to call on the day your GP is in clinic. You will no-longer be asked to call back another day.

When you call with a medical concern, the care navigator handling your query will ask you some very specific questions in order to signpost you to the most appropriate appointment and clinician for your condition.

They will ask similar questions to -

- What symptoms are you experiencing today?
- How long have you had your symptoms for?
- Are the symptoms new or part of an ongoing or re-occurring problem?
- What treatment have you already tried to alleviate the symptoms?

They will then advise you of the most suitable appointment, with the most suitable clinician to help you with your symptoms.

The clinicians or services you may be signposted to are listed below -

- GP
- Emergency on the day triage team
- Clinical pharmacist
- First contact physio
- Minor eye condition service
- Minor injuries unit
- Community pharmacy
- Accident & emergency department

- Social prescribing service

When signposting you to the right appointment the following is taken into account

- Clinical urgency
- The skills of the clinician
- The importance of continuity of care with the same clinician

All initial appointments with a GP will be a booked telephone call and you will be given a timeframe of morning (between 8.30am & 12.30pm) or afternoon (14.30 & 18.00) within which they will call on a specific date. If the GP would like to see you in clinic to examine you, they will book the appointment with you directly after they have spoken with you.

THINK CARE

<u>Condition</u>	Your Care Navigator will ask you a few questions regarding the problem you are calling about
<u>Assessment</u>	Your Care Navigator will need your help to assess the timeframe in which you will need to be seen for a safe outcome
<u>Referral</u>	Your Care Navigator, with your help, will decide which healthcare professional you need to see
<u>Examination</u>	Your Care Navigator will book your appointment with the most appropriate clinician for you

ADMINISTRATIVE QUERIES

If your query or question is an administrative one, meaning you do not need to speak with a clinician for it to be answered, you can visit our website to complete a query form [Reception and Enquiries | Chipping Norton Health Centre](#). Examples of suitable queries are

- Specific advice regarding a medication – dose etc.
- Follow up queries after an appointment – maybe a question you forgot to ask
- Who your named GP is
- Requests for specific details from your medical record
- Advice for services you could contact yourself for assistance (self-referrals)

ONLINE ACCESS

We encourage you to sign up for patient access or the NHSapp in order to view test results, order medication and to view parts of your medical record. Having this access can often save you having to contact with the Health Centre by phone.

You can request test results using one of our website query forms as well - [Test Results Request | Chipping Norton Health Centre](#).

HOSPITAL TEST RESULTS

When you have diagnostic tests in a hospital setting, the results of these tests are returned to the hospital consultant or team.

When should I contact the hospital clinic or specialist consultant?

- If you are receiving treatment from a hospital clinic or your condition is being managed by a specialist consultant, they will immediately understand your condition and be able to answer your questions.
- If you are awaiting results requested by a hospital team, please contact the hospital directly. Test results are reported back to the requesting clinician and their team will be able to talk you through the results.
- If you have been referred to a hospital clinic and you need to change or cancel an appointment, then contact the individual clinic directly as rearrangement cannot be done by us on your behalf.