

# Boughton Health Centre

## January 2010



## IMPROVING PATIENT 48 HOUR ACCESS

### Improving levels of Patient Service at Boughton Health Centre

In June 2009 the National Patient Survey results for 2008/09 were published. Approximately 73% of our patients told us that they were always able to get an appointment with a GP within 48 hours. The Department of Health asks GP Practices to try and achieve this at least 90% of the time. We have therefore looked at ways of improving our service, despite the current constraints on finances and resources across the NHS and Public sectors.

We have extended our former Triage Service and this has now been extended and revised. This is now our “Express Clinic” that is open from 8.30am to 11.00am and 3.30pm to 5.00pm. Instead of this being a “walk-in” and “sit and wait” service, patients are now allocated an appointment and a time slot. This has been particularly welcomed by busy working patients and parents with children that need to see a clinician on the same day. The service is led by our highly experienced On-Call Clinicians who are able to prescribe and fully manage more than 90% of the patients they see each day. They also have the ability to refer on same day for those patients that need to be seen by a GP.

We are asking our patients to give us a little additional information so that we can get them seen by the right clinician as quickly as possible. Patients who see us regularly for chronic disease management are normally seen by our Practice Nursing Team. This will enable those patients with more complex and acute conditions that need to be seen by a GP within 48 hours.

Our patients have been able to book their appointments up to 14 days ahead for many years now. The 2008/09 survey showed us that this was not widely known by all of our patients, especially those that only seen us very infrequently. We will be letting all of our patients know of this extended service by way of our regular newsletters, website and other regular correspondence.