



Health Matters – November 2019

*A regular update from
Hoveton & Wroxham Medical Centre.*

Improving Patient Contact

Evidence from the Care Quality Commission, the annual GP Survey and feedback through the NHS Choices website and Healthwatch points towards two conclusions. The first conclusion is that the quality of care provided by our clinicians and support staff is high. However, the second conclusion is that we need to improve access to our services. Like our neighbouring practices in Norfolk and further afield, patients and carers find it enormously frustrating when trying to *see their doctor*.

The Partners and all the staff at Hoveton & Wroxham Medical Centre believe in improving access but this also means helping you understand that *seeing the doctor* is not always the answer. Our practice has a wide range of highly qualified clinicians and alternative referrals well suited to provide solutions.

We already operate the NHS regime of ‘signposting’ where our medical receptionists work with callers to determine the nature of the enquiry or problem so that patients can be guided in the right direction for prompt resolution. The new website will enhance this signposting service:

www.hovetonandwroxhammedicalcentre.nhs.net

Your New Website

Your new website is now operational. It offers you a rich source of health information and helps you and us make the right decisions on your care, referrals and medicines. One of the most powerful tools is the use of tailored enquiry ‘forms’

that you can send to the Practice within the website. This will help our reception and dispensary teams quickly respond without you needing to waste time waiting on the telephone or travelling in to the Centre.

Once we have confidence in the new website we will examine the benefit of expanding the use of the forms for all contact with the Centre. Evidence from other practices shows that this way of interaction, together with an internal system of digital triage amongst our staff, can considerably improve how clinicians access and interact with patients.



Rest assured, however, that those without access to computers or smart-phones will not be excluded or disadvantaged from accessing our services. Phones will still be manned and the doors will remain open!

Patient Feedback

Crucial to any change is the prompt feedback from carers and patients. Our Patient Participation Group (PPG) has

already given us good advice and they are standing-by to help us manage this and other changes. But they need your feedback. email nccg.hwmc@nhs.net or Reception can arrange for you to speak to one of the PPG members.

Woodrow Wilson, the US President a hundred years ago said, *"If you want to make enemies, try to change something."* However, Winston Churchill said, *"To improve is to change; to be perfect is to change often"*. Help us to improve towards perfection.

Had your Flu Vaccination? No? Please book with us now!