

# SWAN MEDICAL GROUP

## Summer Newsletter 2024

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### Welcome

Thank you for taking the time to read our newsletter. This is our latest update following our Spring newsletter released in March. We hope you find this issue informative and valuable. If you have any questions about anything you read, please speak to a member of our team.

More information regarding the surgery can be found at: [www.swanmedicalgroup.co.uk](http://www.swanmedicalgroup.co.uk)

## Ordering Prescriptions

There is lots of information around ordering prescriptions on our website, see <https://www.swanmedicalgroup.co.uk/order-medication/> for more information.

This link also includes our electronic prescription ordering form, you don't need an online account for this so a handy alternative for non NHS app users. Of course the NHS App is the quickest way to order your repeat medication, but our form can be used for acute prescription requests too.

## DNA Appointments

'Did not attend' appointments are booked appointments that are left unattended, resulting in wasted clinical time, and often can mean someone else could have had that space.

If you are unable to attend your appointment, please contact our reception as soon as you can to cancel.

- In April 2024 DNA appointments totalled 393 equating to approximately 65.5 hours
- In May 2024 DNA appointments totalled 572 equating to approximately 95.3 hours



St Peter's Petersfield

## Swan Medical Group Social Prescribers COMMUNITY DROP IN SESSION



Every Thursday 9:30 to 12:30

St Peter's Church, 24 The Square, Petersfield, GU32 3HS  
NO APPT NECESSARY

**\*Please note there is no session on the 18<sup>th</sup> July 2024\***

### WHAT IS SOCIAL PRESCRIBING?

Social Prescribing connects people to organisations, groups and services that meet their practical, social and emotional needs.

Our team is passionate about supporting our patients, by taking a non-medical, holistic approach to improve their health and wellbeing.

We give you the time to let us know what matters to you.

We then help to connect you to relevant support.

### WE CAN HELP YOU FIND SUPPORT WITH:

- Mental health
- Counselling and therapy options
- Diet, exercise and physical wellbeing
- Carer strain
- Dementia
- Coping with long-term health conditions
- Stress
- Loneliness and social isolation
- Financial or housing worries
- Food and warmth
- Family and parenting
- Abuse and coping with trauma
- Employment and volunteering

Need some help or advice? Pop down for a hot drink, cake and a chat with our two Social Prescribers.

### **IMPORTANT UPDATE: CHANGES TO OUR TELEPHONE CALL TRIAGE SERVICE.**

We want to keep you informed about an important change in the way we handle patient telephone calls at Swan Medical Group.

Up until now, when you contacted the surgery, our receptionists would take your details & add you to a call list, only asking the minimal amount of information as to why you wanted to speak with your GP.

#### **What's Changing?**

- Our reception team will be asking more clinical information during your call from now on.
- This will then be reviewed by our team of trained care navigators & clinicians. Based on the information you have provided; your call will then be booked with the most appropriate clinician within a timescale appropriate to the clinical need.
- This may still be with a GP, but it could be with one of our community pharmacists, physiotherapists, Advanced Nurse Practitioners, Practice Nurses, or Healthcare Assistants.
- If your clinical need is more **URGENT**, you may be referred to the Urgent Treatment Centre. Alternatively, it may be something that can be dealt with by one of our Local Pharmacies under the 'Pharmacy First' scheme.
- We will let you know the outcome of this review and what will happen next.

#### **What do I need to do?**

- Please bear in mind that the receptionists have been asked to gather more clinical information. You **WILL** get to speak to a receptionist to explain your need.
- Please try to be as clear as possible with our receptionist, think about what you are asking for.
- Where possible use NHS Online services. These requests will be triaged in the same way and can be helpful if it is a routine or administrative request.
- Let us know what your preferred method of communication is as we can reply by text, email or by phone to these requests.

#### **How are we dealing with the extra time needed?**

- Our telephone system now offers patients a **free callback facility**.
- You retain your place in the queue without having to wait on the phone.
- Follow the instructions to activate a callback when prompted.

#### **Why the Change?**

- This change aligns with the NHS England 'Modern General Practice' guidance, something that is being rolled out nationwide.
- It improves our, and the NHS efficiency, whilst maintaining patient-centered care.
- It utilises the broader range of healthcare professionals working in Primary care.
- It ensures that those that require a GP review can see their doctor (in a world where there is a limited resource).

#### **From when?**

- In June 2024, we conducted a successful pilot of this new process, receiving positive feedback from both patients and staff so will continue to triage calls from now on.
- We will continue to evaluate these changes to ensure we meet patient demand and adapt them as required to continue to deliver highest level of care possible.

Our goal is to provide you with the best possible care, ensuring you see the most appropriate clinician for your clinical need. We hope these steps will enhance our service to you and through a process of triage, we can ensure that **YOU** receive **'the right care from the right professional at the right time.'**

# Overview of Swan Medical Groups Activity for May 2024



**8170**

Telephone Consultations carried out by clinicians



**56**

Home Visits



**2022**

Face to face appointments carried out by our GP's and Acute Care Team



**9350**

Medication requests processed



**4470**

Face to face appointments carried out by our Nurses and HCA's



**14384**

Calls answered by reception  
Approximately 685 a day (Mon-Fri)



**152**

Face to face appointments carried out by our Physiotherapists



**4325**

Call backs made to patients  
Approximately 206 a day (Mon-Fri)



**1519**

Blood Tests carried out



**6 minutes 37 seconds**

Average time to answer a call throughout May

## How can you help yourself?

Do you know about the new 'Self Help' Section of our website? Please take a moment to check out the information where you can find help for weight loss, mental health, physiotherapy do at home exercises and much more! [www.swanmedicalgroup.co.uk](http://www.swanmedicalgroup.co.uk)



## Cancer Awareness in July

