

IMPROVEMENTS TO OUR SYSTEMS & ACCESS

We are excited to be able to tell you about the improvements we have made to the way you can access our services and professionals available to you in the surgery. These changes will mean it will be easier for you to contact us and we will be able to offer a wider range of appointments more appropriate for your needs.

Contact us online

On 1st August we implemented a new online system for contacting us and requesting an appointment or service. This is called 'Patches' and can be accessed on our website <https://www.fireclayhealth.nhs.uk/>



Patches has the following benefits:

- Easy for you to complete.
- You can send in requests without having to wait to get through on the phone.
- Quicker response time.
- You can use your own words to describe your symptoms or issues.
- We can prioritise patients more easily according to their clinical need.
- Patches can be used for administration requests e.g. fit note requests.

Direct on-line appointment booking

Contractually we are now required to assess all GP appointment requests, you will therefore no longer be able to book GP appointments on-line.

Cervical screening (smears) and blood tests continue to be available to book on-line.

Phone system

We will be moving to a new phone system from 25th August. This will have huge benefits for our patients and staff:

- You should no longer hear an 'engaged' tone as the system is able to deal with a much larger volume of calls.
- During peak hours there is a call-back function which enables you to request a call back from the surgery once you get to the front of the queue – this will save you waiting on the phone when we are busy.
- We can update our messages easily and quickly to communicate important information.
- All calls are recorded for monitoring and training purposes.



How to contact us

Online – via Patches; this is our preferred method of contact (see the link on our website)

By phone - if you are unable to contact us online you can continue to call us on 0117 9612161 or 0117 9615666 Monday to Friday 8am to 6.30pm.

OUR TEAM

As you know Fireclay Health has taken on a variety of professionals over the last few years in addition to GPs so that you can receive specialist services at the surgery. With nearly 24000 patients, it is important to signpost our patients to the most appropriate clinician or service. Our Patient Navigators are trained to book you in with the best person to deal with your health issue. We are pleased that many of you are taking up these services and seeing what they can offer.

Here's a list of those professionals and their responsibilities:

PATIENT NAVIGATORS (RECEPTIONISTS)

They will review and action on-line requests and listen and talk to you in confidence about your health. They will offer an appointment or signpost you to the right professional or service.

COMMUNITY PHARMACIES

Our patient navigators can refer you to a local pharmacy for help with certain health conditions.

PRACTICE PHARMACISTS

They can deal with any queries about your medication, including side effects and alternatives. They can support people with their long-term conditions like asthma, diabetes, or hypertension (high blood pressure) and can prescribe medication as well as making sure your meds are working properly.

PHARMACY TECHNICIANS

They can deal with most medication queries and offer further advice under the guidance of Practice Pharmacists & GPs. They can also help patients maximise the benefit of their medications for long-term conditions.

PHYSIOTHERAPISTS

They are the first point of access for new musculoskeletal problems and can assess, diagnose, and treat a range of complex muscle and joint conditions reducing any need for you to be referred to a hospital.

PHYSICIAN ASSOCIATES

They work alongside GPs and the Fireclay team and can diagnose and treat a wide range of health conditions. Our first Physician Associate starts with us in November.

HEALTHCARE ASSISTANTS (HCAs)

HCAs carry out blood tests, blood pressure checks, some injections, managing basic wounds and NHS health checks.

NURSING TEAM

Depending on their training and specialities, the nursing team can treat minor illnesses, carry out injections, vaccinations, complex wound management, sexual health and contraception and some long-term condition reviews. They can also visit patients at home where necessary and appropriate.

CARE COORDINATORS

They support patients who may need additional help e.g., people with cancer, learning disabilities, dementia, mental health issues and housebound patients to ensure they are seen regularly for their conditions and receive good continuity of care.

SOCIAL PRESCRIBERS

They can offer the kind of help that doesn't come in a tube or bottle! The idea behind social prescribing is to help you have more control over your own health and find ways to help you improve how you feel in a way that suits you.