



Bridge Surgery Newsletter

Welcome to Bridge Surgery's Newsletter.

This issue is all about changing the way to request for an appointment.

Please ensure you look at our website page for past Newsletters as they do have information on that you might find useful.

Change to booking appointments

From 1st October 2024 how we deal with clinical queries and requests will change.

We have been looking at more ways we can ease the pressure on our patients booking an appointment with the surgery especially the 8am/7pm mad rush. We appreciate that everyone is busy, and the surgery want to try to make this a little easier for you.

We want to ensure that we have our clinical appointments available at the right time. This does not take away the need for urgent calls for that day. If you feel it is urgent then please do call us.

You can still call the practice in the same way you did before.

Patient triage

This is a better and more effective way to deal with clinical queries and requests. The requests will go to a clinician first to review and following this we will book you an appointment with the right clinician for your needs and on a day that might be more convenient for you.

How it will work

The Clinician will assess your request and if deemed appropriate, will either:

- Give you an on-the-day face-to-face or telephone appointment with an appropriate clinician.
- give you a routine appointment with an appropriate clinician e.g. GP, Advanced Nurse Practitioner, Clinical Pharmacist etc.
- direct you to another service e.g. pharmacy etc.

All **non-clinical queries or requests** will be handled by our admin team.

How to do it

Issue 3



Instead of having to phone us, you will now be able to contact us and submit a clinical or non-clinical query or request via the following methods:

On our website on the homepage and where it says CONTACT US ONLINE select the **'SUBMIT A NEW REQUEST'** button.

This will take you to a request page where you will need to select either **'Admin request'**, **'Medical request'**

Dependent on the type of query you have, select either **'Admin' request'** or **'Medical request'**.

This will then take you through a series of questions which creates a form.

Complete the form and **'Submit'**.

You will get a message on the page that you will be contacted by the surgery within a time period.

Whatever way you submit the form, it will go through the same process:

Medical request:

- This will go to a Clinician who will assess your request' and make a clinical assessment on how to proceed with your request based on the information you provide. You will be contacted by the practice either by a phone call or a text message advising you on the next steps.

Our response time to your query/request will be based on clinical assessment. However, you will be contacted back within 24 hours Monday – Friday

Non-clinical queries and requests

- This will be managed through the process as normal. For example, medicine queries will be sent to our clinical pharmacist etc.

Our response time to your query/request will be up to 48 hours.

Non-urgent advice: Benefits for you, our patient

- We will be able to give you more availability to book into and to be seen at a more convenient time for you.
- Better continuity of care.
- Reduce certain times of the day been busy for you to book an appointment.
- Having to phone through for non-urgent requests.

This does not take away that you can still call the practice for if you feel it is urgent then please call us.