

## NEW SERVICES

### **Walk in and Wait Clinics** **Weekly Face to Face Appointments Monday and Friday** **Wednesday session coming shortly!**

Our Walk in and Wait Clinics have been running for some months now and patient feedback has been excellent, but we still feel there are a lot of our patients that could be using this service that haven't so far. This clinic is specifically for patients who have new illnesses that have come about within 72 hours and have not been previously treated by a clinician. The clinic is for all patients aged 2 years old and upwards.

There are **18 face to face appointments** available to book each Monday and Friday for conditions like;

- **Ongoing cough (can be seen if had for over 72 hours)**
- **Swollen feet**
- **Tonsillitis**
- **Gout**
- **Shingles**
- **Sunburn**
- **COPD flare up**
- **Breathlessness**
- **UTI**
- **Rashes**

To book one of the guaranteed 6 appointment slots within an hour, patients need to ring the Practice on 01323 725667 and be able to wait up to an hour (however the average wait is 30-40 minutes), patients can also ask for availability at the desk. We shall shortly be adding a Wednesday morning due to patient feedback and demand. Please support this clinic and ask the team when booking if this is right for you.

### **Emotional Wellbeing Service**

The Emotional Wellbeing Service is run by Southdown Mental Health and SPFT. The team are at Seaside Medical Centre each week supporting patients either face to face or over the telephone. The Emotional Wellbeing team work with patients to create personalised support plans and deliver person-centred support using a range of grounding techniques, coping skills, CBT tools, goal setting and signposting to services to help.

When calling the Practice the receptionists will signpost your need to a service or clinician they feel best to treat your need. Although a GP can be the right person most of the time, there are other services that have been made accessible to patients without the need to see a GP for a referral meaning treatment is available faster. Please ask our team if you feel this service could help you.

## First Contact & MSK Physiotherapy

“Do you have a problem that affects your neck, back, bone, joints for muscles and feel you need advice on how to manage your symptoms?”

Patients can now ring the Practice and book straight in for a face to face appointment with one of our physiotherapists without speaking to a GP. The physiotherapist can help you with;

- Soft tissues injuries, sprains, strains or sports injuries
- Arthritis
- Problems with muscles, ligaments, tendons or bones
- Spinal problems

The physiotherapists have been working at Seaside Medical Centre since 2023 and in that time 96.8% of patients seen did not require additional GP care.

Of those seen 83.9% of patients were managed within the service with no need for an onward referral to an outside service, 1% required a follow up appointment and only 3.2% requiring imaging (ultrasound, x-ray or CT scan).

The physiotherapist who works with us on a Thursday is now able to administer steroid injections for conditions that have been diagnosed.

First contact physiotherapists are here to help manage and improve conditions and enable patients to find relief from their pain or simply to discuss worries or concerns.

## Our New Telephone System Phone Queuing

Our phone system was upgraded in June. This change was brought about following feedback from patients on how time consuming phoning the Practice could be. The Practice have always acted on feedback and although we ensure all of our receptionists and admin staff are available at 8.30am to answer telephone calls, increased patient demand on the system can mean a frustrating wait for patients in the queue.

Our new phone system enables patients to ring the Practice but still be able to get on with their day, confident in the knowledge that they will be called back once they reach number 1 in the queueing system.

Patients need to ring into the Practice as usual and listen to the options made available to them;

- **Press 1 to cancel your appointment**
- **Press 9 to reserve your place in the queue and get a call back when your call reaches number 1**

Patients can now press option 1 to leave a voice message to cancel their appointment. We ask patients to leave their name, date of birth and where possible the booking being cancelled. Once the appointment has been cancelled, we will send a confirmation text.

The feedback from patients so far has been excellent and we hope this small change will enable patients to feel less frustrated when phoning into the Practice especially in the morning.

## Try the NHS App

If you're a patient at our practice, you can use the NHS App to access a range of NHS services on your smartphone or tablet.

It doesn't replace existing services.

You can still contact us in the usual ways. But, once you have verified your identity in the app, you will have easy, 24/7 access to a growing range of health services and information.

### **Advice and information:**

- search symptoms, conditions, and treatments
- get health advice through 111 online
- find NHS services near you
- check your NHS number

### **Appointments:**

- book and cancel appointments
- check your referrals and hospital appointments
- manage vaccinations

### **Prescriptions:**

- nominate a pharmacy and order repeat prescriptions

### **Manage your health:**

- access your GP health record securely
- register your organ donation decision
- take part in health research

### **Send and receive messages:**

- send an online form about your symptoms, conditions, or treatment directly to the surgery
- receive messages and notifications
- view messages from your GP surgery and get notifications through your phone or tablet

### **Help someone else:**

- link profiles. You can apply to access the health records, appointments and prescriptions of people you care for (including children) – or get help from someone you trust.

If you already use [insert name of GP online service available at practice] you can continue to use it. But the NHS App will give you easy and secure access on your smartphone.

If you have any problems using the NHS App, you can select 'help' in the top right-hand corner of the app or visit [nhs.uk/helpmeapp](https://nhs.uk/helpmeapp).

## Family & Friends Feedback

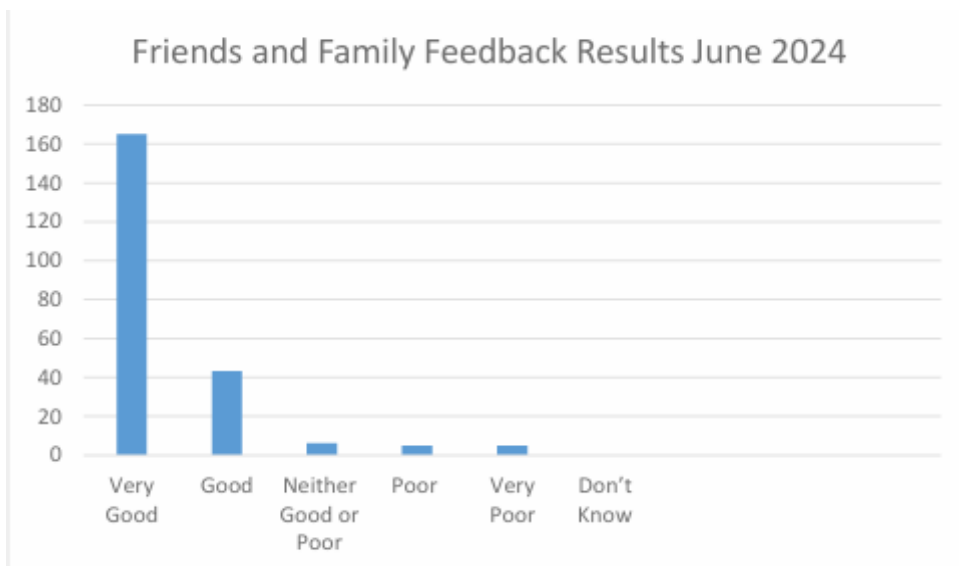
Thank you to all our patients who have completed a Friends and Family Test (FFT) for us. Patients who have received an appointment reminder will receive an SMS following their appointment giving them the opportunity to complete the survey.

The survey is also available to patients who use our online consultation service, Engage Consult, once their consultation is completed. Patients are also able to visit our Practice [website](#).

We also have paper copies of the survey at the reception and on the first floor of the Practice which can be posted in our Friends and Family Box.

The Friends and Family test is a valuable tool to enable us to see when we are getting things right and equally highlights areas where improvement is needed. We read all of your comments and take suggestions seriously, whether it be positive or negative. The positive comments are certainly uplifting for the team.

Our Friends and Family results are published each month and available to see on our website.



## Remember to Update your Contact Details

Please remember to let us know if you change your name, address, email address or telephone number, this can be done quickly and simply online on our website either by;

- [Change of Personal Details - Seaside Medical Centre](#)
- [Engage Consult services for Seaside Medical Centre - Engage Consult](#)

## Did you Know..... A Message from the BMA

[bma.org.uk/GPsOnYourSide](https://bma.org.uk/GPsOnYourSide)