

High Green Medical Practice

Your Health is Our Concern

Mary Potter Centre, Gregory Boulevard, Hyson Green, Nottingham NG7 5HY

Tel: 0115 942 3216



Advance Care Practitioner Clinics

Patients calling the practice with mild ailments and illnesses may be offered appointments with our ACP (Advance Care Practitioners). Kerry our ACP is a highly experienced paramedic and able to review patients & provide prescriptions as required.

The Advanced Care Practitioner works alongside the Practices Doctor and will ease the pressure on clinicians especially during the winter months when the Practice experiences high demands for 'on the day' appointments.

Inappropriate behaviour of Patients

The Practice staff are here to support patients & ensure that they receive the correct level of service, whilst understanding patients concerns & anxieties. As a Practice we understand that patients can become frustrated as a result of internal processes & procedures which support patient care, however it is not acceptable for patients to treat staff in any manner that can cause distress & anxiety during the course of their duties.

As a Practice we are seeing increasing incidents of inappropriate behaviour towards both clinical and support staff. As a Practice we have a zero tolerance towards any behaviour deemed inappropriate & unacceptable. Any patient who treats a staff member inappropriately will receive an initial warning letter with any further incidents resulting in the patients removal from the Practice list.

Winter 2018

Practice Information

Welcome to the latest Practice Newsletter our aim is to provide you with information about the Practice and the services we provide as well as information relating to health issues or new initiatives.



Keep in touch with us online at:
www.highgreenmedicalpractice.co.uk

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Current Health focus – **SEASONAL FLU**

The practice will be running regular flu clinics with the practices nurse throughout October & November. Flu vaccination will be offered to specific groups of patients who have chronic illnesses, pregnant women, all 2 and 3 years olds (children born between 1.9.13 & 31.8.15) & those over 65 years of age. If you think you need a flu vaccination please contact reception to book an appointment & also see the notice boards in the waiting room for further information.



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NHS



Minor Ailments

Did you know that your local pharmacy can offer you advice and treatment on a range of minor ailments?

Under the Pharmacy First scheme if you are exempt from prescription charges you will be able to get the same medicines your GP could have prescribed free of charge from your local pharmacy for conditions such as **temperature/fever, sore throats, earache, head lice, constipation & teething pains.**

The Practice is open very long hours however if you require assistance when the Practice is not open the NHS 111 service can be contacted & also the OOH service can be contacted by calling the Practices telephone number.

NHS 111 is available 24 hours a day 365 days a year. Calls from landlines & mobiles to the number are free. The service should be used when:

*Fast medical help is needed, but it is not a 99 emergency

A caller doesn't know who to call for medical help

The caller thinks they need to go to A & E or another urgent care service

Health information, reassurance & advice is required

Patient DNA's

We are seeing a large number of patients that are not attending booked appointments. To help deal with this problem we are stringently applying our 'Removal of Patients Policy' – a copy of this policy is displayed in the patient waiting area.

Patients are reminded that they can help reduce the number of DNA appointments by letting reception know as soon as possible if they can not attend a booked appointment. The earlier you can contact reception to tell us you can not attend the easier it is for us to allocate the appointment to another patient.

Patient Views – We want to hear what you think!!

High Green Medical Practice aims to give a friendly and professional service to all our patients. However if you have any concerns about any aspect of our service please let us know.

You said... I never bother calling first thing in the morning to get an appointment as I can never get through on the telephone.

We said..... The Practice telephone lines are busy between the hours of 8am-9.30pm and the Practice accepts and acknowledges that it can be difficult for patients to get through by phone to book appointments during this time - as is the case for the majority of GP practices nationally. Since December 2017 we have introduced a new telephone handling system which will help signpost patients who do not need appointments with Practice Clinicians to other providers i.e. phlebotomy therefore allowing reception staff to book appointments for patients.

Hopefully with this new system the time patients spend trying to get through will be reduced. If you are still struggling to contact us at this busy time patients can come in at 8am to book appointment at reception desk or utilise online booking of appointments facilities.

As a Practice we would like to hear your thoughts on the new telephone system. If you have a comment good or bad please tell us about it. Comments slips can be found in the Practice waiting room or at reception.

Text Reminders

In order to help you remember your appointment time the practice will send a text message to your mobile phone at the time of booking an appointment; we will then send you another text the day before your appointment to remind you. To increase the effectiveness of this service our reception staff will ask to check your details when you book an appointment. From time to time the practice may also send text reminders for specialist clinics

If you do not want the practice to contact you via text please inform a member of staff who will amend your records to reflect your wishes