

March 2024

Bournbrook Varsity

Practice Newsletter

Welcome to our Practice newsletter!



This Edition:

- Access changes
- Partnership Update
- PPG
- Management Update
- Social Media
- Shared decision making

Access Changes

From **Monday 8th April 2024** we are changing the system of how appointments are booked.

WHY IS A CHANGE NEEDED?

As a Practice we understand that the long waits that many patients were having on the phone and the '8am rush' whilst being common to so many practices, were not acceptable.

We are going to introduce an online triaging system. Using a system called AccuRx, patients can complete a form regarding any type of medical problem or administrative query. A GP will review each of the forms submitted, aiming to help in the most effective way. Appointments will be allocated on the same day if needed, patients may be sent a link to book at a time which is convenient or we may be able to resolve the problem by phone or SMS. This new way of booking appointments should mean that patients are being booked into the right appointment, with the right person in the right time frame.

This approach will also make the process of booking appointments fairer for all patients.

HOW DOES IT WORK?

- **Use the NHS App** - Contact us via the NHS App – it's quick, safe and sends your request straight to our team.
- **Visit our website** - Get in touch via our surgery's website. It's fast, secure and your request is delivered straight to our team.
- **Call or visit the surgery** - If you cannot contact us online, you can still telephone or visit the surgery. We process all requests in the same way, so no route is quicker than another.

A GP will triage your request and you will have a response within 24 hours.

For more information please visit our website where you can find a 'FREQUENTLY ASKED QUESTIONS' section, along with a 'PATIENT GUIDE TO SENDING REQUESTS'

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Partnership Update

As of 2nd October 2023 Dr Sarah Clarke and Dr Alexander Dungate became GP Partners.

GP Partners

- Dr Christina Allen
- Dr Matthew Swallow
- Dr Sarah Clarke
- Dr Alexander Dungate

Your PPG Needs YOU!

The PPG (Patient Participation Group) hold quarterly meetings and aims to act as the 'voice of patients', reflecting local views and opinions and thereby having a say in changes and decisions taken within the Practice.

If you would like to join, please leave your details with reception and we will be in touch.



Management Update

We have a new Practice Manager who started working here on 11th March 2024, Roopashree Jayadev.

Emma Brelsforth who was our previous Practice Manager has relocated but is still working for the Practice as a General Practice Assistant.

Social Media

Did you know as well as our Website, we are on Facebook, Instagram and Twitter?

Follow us to find regular updates about the Practice along with current NHS campaigns!



Facebook @BournbrookMC

Instagram @bournbrook_varcity_mc

Twitter @BournbrookMC

Shared Decision Making

To help you make the right healthcare decision for you, consider asking these four questions at your next appointment.

1. What are the benefits?
2. What are the risks?
3. What are the alternatives?
4. What if I do nothing?



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