

5.10.22

Patient information: Accessing our services

Appointment System

We have just under 8000 patients to care for. To help us manage this safely we ask that any patient wishing to be reviewed by one of our practitioners contacts the surgery before 11am Monday to Friday. After 11am urgent matters will be passed to a GP for clinical review of its urgency.

We action 80% of patients the same day and all patients within 3 days. You will receive a response from us on the day of your request advising who will make contact and when.

Consultation Types

We recognise that patients and ourselves all have busy lives, we offer 4 types of consultation to best suit both the clinician and patient.

- Face to Face
- Telephone
- Video Call
- Email

Our most popular method as chosen by our patients is a telephone consult.

FAQ

How can I request an appointment?

That is entirely up to you, 85% of our patients prefer to submit a request online. We use a secured messaging system that allows direct conversation between you and our team. The setup is pretty much like Facebook, you just provide your name, date of birth and email. In addition, we have our phone line in operation between 8am and 6:30pm each day. Finally, you are most welcome to come into surgery, our desk is manned all day.

Online: www.longshootmedicalpractice.nhs.uk – click AskMyGP

By Phone: 01942 807750 (our lines are very busy between 8am and 9am)

In person: Doctors Reception, Longshoot Health Centre, Scholes, WN1 3NH

How quickly will I be seen?

We are really pleased to say you won't be waiting very long at all! Most patients are dealt with on the same day (around 80%) and we ensure all patients are dealt with within 72 hours! Whilst most patients like our quick turnaround there are times in which you will not wish to be treated so soon and that's okay too just pop the timeframe you have in mind within your request.

What type of consultation will I attend?

Around 50% of patients prefer/request a telephone consult, 35% prefer an email or online consult and around 15% of patients wish to visit us in surgery. Although only 15% wish to come into surgery, we normally see around 30% face to face as not everything can be easily dealt with over the phone. We can never guarantee being able to safely offer the most convenient option.

Why do you Triage my request?

We triage requests to ensure that we safely deal with all patient requests in clinical priority order, we also try very hard to ensure continuity of care is offered. All requests throughout the day are clinically reviewed, urgent matters are seen to the same day.

Why can't I just see my GP?

We have a huge clinical team with such a vast and growing workforce that we need to be able to signpost you to the most appropriate clinician who is best qualified to see to your needs – this is not necessarily going to be a GP in the first instance. Overall this ensures we run an effective system and our patients' number one request is to be seen and treated quickly. With the additional workforce team in place, we are now able deal with all patients within 72hrs!

Hints and tips for a smooth transition!

- Submit your request to us before 11am
- Avoid coming in on Tuesday mornings, we have baby clinics and our community phlebotomist here so it's very busy
- The phones will be really busy between 8 and 10am, if you're wanting anything other than a clinical review please telephone outside of those times
- If you have a diagnosed Disease we will invite you each year for a full review, this is always in line with your birth month
- If your results are normal, we won't contact you (you are very welcome to view your results online yourself)
- You can order medication 24hrs a day (with an online account, reception staff can set this up for you)
- Above all please be kind we are doing our best 😊

Patient information: Your additional Primary Care Workforce.

Our Clinical Team

We are comprised of a vast and growing Primary Care workforce

Mental Health Practitioners, Doctors, Advanced Nurse Prescribers, Practice Nurses, Pharmacists, Health Care Assistants, Community Link Workers, First Contact Physiotherapists, Healthy Routes Advisors, Making Space Advisors (psychological therapy) and Care Coordinators.

Our Admin & Management Team

We are also made up of several supporting Admin roles.

Receptionists, Prescribing Clerks, Secretaries, Coding Team, Snr Receptionists, Assistant Manager and Practice Manager.

Summary of Roles

We completely understand that with a growing workforce it is not easy for patients to know who/which service is best placed to help. We hope our summary below helps you and furthermore helps you understand why we don't just book everyone in with the GP.

Mental Health Practitioners

Sarah is our Mental Health Practitioner and works here each Tuesday, Sarah provides direct patient support for patients. Sarah also supports our clinical team to plan care for our patients facing emotional and or psychological distress.

Advanced Nurse Prescribers/Practitioners

Often known as ANP's, we have 2 ANPs, Emma and Christine, we also have Trudy a Locum ANP currently helping us out. Advanced Nurse prescribers are registered care professionals who can see, treat, diagnose, refer, issue fit notes, and prescribe for our patients. (In a nutshell they work independently much like our doctors do)

Practice Nurses

We have 2 Practice Nurses who provide a wealth of healthcare support to our patients covering Disease Management reviews and support, Childhood Immunisations, Women's Health, Travel advice, Vaccination services. Carolyn and Sandra are highly experienced and cover each working day between them.

Pharmacists

Our pharmacist Hassan works alongside all of the clinical team providing prescribing knowledge and advice. They help manage chronic diseases and undertake clinical medication reviews to proactively manage people with complex medication use, especially for the elderly, those with care homes and those with multiple conditions.

Health Care Assistants

Nicola supports our Practice Nursing Team in the delivery of nursing services, Nicola delivers and assists clinical staff in the provision of treatment, preventative care, health promotion and patient education. Nicola welcomes new patients and carries out all our new patient medicals. Nicola also delivers health checks with an aim to uncover any underlying cardiovascular disease at the earliest opportunity.

Community Link Workers

Adele is our link worker, the link workers are commonly referred to as Social Prescribers, they connect our patients with community groups and agencies offering practical and emotional support. The link workers offer all round support and offer a holistic approach to health and wellbeing, looking at the whole person and not just their health conditions.

First Contact Physiotherapists

We have Gareth and David based on site twice per week. The First Contact Physiotherapy team are Physiotherapists specializing in Musculoskeletal problems, they are problems affecting the joints, muscles, tendons, and some nerve problems also. They offer early assessment, advice, exercises in dealing with these types of problems and can refer onto other teams for further input if necessary as well as referring on for any necessary imaging.

Healthy Routes Advisors

Lisa works here on Wednesdays, Healthy Routes advisors use their health coaching skills to support our patients in developing their knowledge, skills, and confidence to become active participants in their care so that they can reach their health and wellbeing goals. Our Advisors can access and signpost to several local support groups. Again, our advisors are often referred to as social prescribers.

Making Space Advisors

Rebecca is with us once a week and works on Tuesdays, Rebecca is a psychological wellbeing practitioner within the Making Space team. The Making Space Team carry out assessments with patients to find out what psychological treatment would be most suitable for them. We offer both telephone and online cognitive behavioural therapy for patient's experiencing common mental health problems such as anxiety, low mood, and stress.

Care-Coordinator

Ginette is our Care coordinator and works closely with our Clinical Team. Ginette supports patients with their medical care. As per the title Ginette helps patients often with complex and or multiple health conditions and their care providers in coordinating their care provided.