

Patient Participation Group- News from the Health Centre

It was interesting to meet and discuss the triage system with staff from the Health Centre. Dr Speight presented the reasons for introducing the system eighteen months ago and the tweaking and reviews that are constantly in progress to make improvements and efficiencies to get the best out of the system for patients and staff. The most important factor with triage is that a request is seen by the GP's who work on the system each day. They make the decisions on the urgency and send appropriate links to try and speed up diagnosis and treatment. It maybe that after submitting a triage request you might receive a questionnaire for further information. This is to try and ensure you are linked to a doctor covering that area of expertise or simply to expand on the urgency of the request. You may receive a link to book a test prior to a face-to-face appointment so that the results can be in place before seeing the doctor. Be assured the Practice staff are continually monitoring the numbers of appointments available each day to ensure maximum efficiency for patients. Do remember if your request is urgent then you can ring the Health Centre where the details will be input into the system by the Patient Services team. Triage can be used via the NHS app, if you have it, or via the Deddington Health Centre website.

Next time find out more about the Dispensary, and Pharmacy First.

The government wants your views, experiences and ideas for improving the NHS. You can have your say to shape a 10-year health plan for the NHS via the change.nhs.uk portal.

Anne Hunsley

On behalf of the Patient Participation Group