



PRACTICE UPDATE FREQUENTLY ASKED QUESTIONS

Q – What is a Care Navigator?

A – In short, a care navigator is a member of the receptions team. However, for the last couple of years reception staff have been upskilled and provided with additional training and access to support networks to be able to navigate a persons care to the most appropriate clinician. Also, they have access to information on support groups and local services to be able to direct patients there for additional support.

This is an initiative introduced some time ago to ensure patients have access to information in a swifter time frame.

For example they have all information on the services available at your local pharmacy, can refer to care coordinators,

Q – I want to check my Blood Pressure but the health pod in the waiting room can be heard by everyone. Is there somewhere more private I can do this?

A – The Health Pod is a new piece of equipment to support increased access to appointments. Before this, appointments were being used to take a person's weight and height and if Blood Pressure as well that was a longer appointment.

The machine is in the waiting room as there is literally no other safe place to put it with access to an electricity point. Rest assured that the only information which is audible are the instructions as to when to stand on the plate, when to insert your wrist. No personal information is verbalised. This is printed on a small receipt only accessible to the person on the machine.

Q – Why are there no secretaries working before 10am?

A – Our medical secretaries start work from 07:30 in the morning. The telephone system to access their department doesn't open until 10:00am. This is because over night there is a high volume of work which comes into that department and it is a priority that this is managed at the start of the day.

Q – Why can't the secretaries help me with my referral appointments?

A – The role of the medical secretary in practice is to support our clinicians with referrals into specialist services. There are numerous different pathways dependent on the service required and our secretaries work tirelessly to ensure they are up to



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date on this information to ensure patients are referred to the most appropriate service.

Unfortunately systems across the healthcare system are not the same and so we cannot see a hospital system. We can see when we referral a person, why, how they were referred and if it has been rejected for any reason, however, this is due to our record management. To find out any information about your appointments you will need to contact that specialist directly.

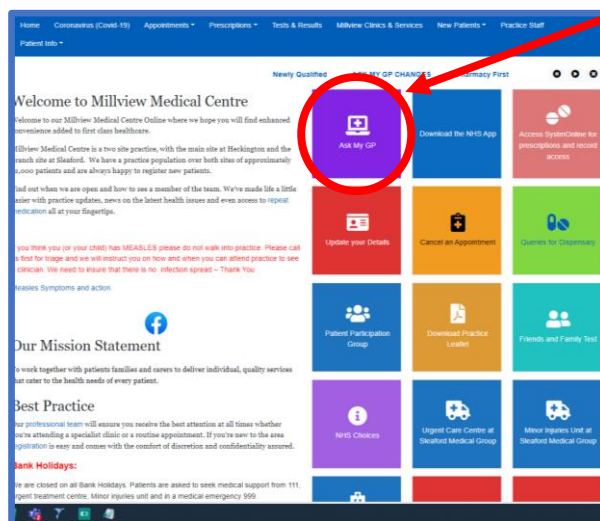
All medical practices will receive a letter or email with the outcome of our patients appointments, however, we do not get notification of offered appointments, altered appointments or any other information until the consultation has been completed and forwarded to us.

Q – Why wasn't I notified that my prescription is ready?

A – If you are a dispensing patient, we will send you a text message when your prescription is ready for collection. If you collect your prescription from an alternate chemist you will need to contact them directly as they will all have their own systems and ways of working and we have no information on when they process medications. The only thing we can tell you is the date we sent that prescription to them – this information will also be on your medication records which you can see online.

Q – How do I access Ask My GP?

A – Go to our website at www.millviewmedicalcentre.co.uk where you will see the 'Ask My GP' button, from there it will guide you through creating an account (for which you will need an email address).





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Q – When can I use Ask My GP?

A – 05:00 – 11:00 Monday to Friday (excluding bank holidays)

Q – What can I use Ask My GP for?

A – Anything you need from the practice as below

<p>Routine Requests (Support within 5 days) including Nurse/HCA Appointments</p>	<p>Appointment which are not urgent. i.e., any Nurse or HCA appointment, and GP request which can be dealt with in a few days if there is no capacity today.</p>
<p>Acute Requests (Need support today)</p>	<p>You feel it is urgent for today.</p>
<p>Sick Note</p>	<p>New and extension sick notes MUST be completed on this form to gain the right information for the clinician.</p>
<p>UTI</p>	<p>New and recurring UTI's MUST be completed on this form. It is likely you will need to provide us with a urine sample.</p>
<p>Admin Queries ("how can I....." "when can I....." "where is my....." "what is my.....")</p>	<p>Cancelling appointments, test results, report queries, referral queries, information requests etc. These requests will be dealt with by our admin team.</p>

Q – If I call will my request be dealt with faster or can I prioritise it?

A – No – If you call a member of our team will ask you to go online to submit an AMGP request. If you cannot do this all they can do is place this same request for you, and this will still go through the same process as if you had gone online to place it yourself at home. It will just take longer whilst you wait in the queue to speak to someone.

Q – How will I know if my request has been looked at?

A – We will contact you directly. Please keep your phone with you and access to your emails (as all Ask My GP responses go to your email address). Additionally, the clinician very often provides advice to the reception team to book you straight in for an appointment so even more important you have your phone with you.



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Q – What happens if I need help after 11am?

A – If it is urgent for that day, please call us on 01529 460213, a member of our team will place a request for you. This will still go through the same triaging process but we can manage this for you.

If it is not urgent, please place an Ask My GP the next day.

If it is urgent and very late in the day, we may ask that you attend one of the out of hours services as appropriate.

Q – If I put a request in a 05:00 am I more likely to get an appointment than if I put a request in at 10:00am?

A – No. The whole reason we have a triaging system is so that a GP can review all of the patient requests we receive. This is the safest way to ensure that people with urgent concerns will be seen as soon as possible. If a request is received at 05:00 and the GP feels that it is not urgent it will be processed within the 1-5 day time frame.

Our appointment ledger is more complex than people think – there are different appointment slots available. Some can be booked in advance (hence the 1-5 day turn around). Most are on the day bookings and are used at different times of the day. Appointments can also be for different things which can vary how long they are.

Just because the system opens at 5 am does not mean we are asking our patients to set alarms to put their requests in then. All requests will be managed.

Q – I placed an urgent request today but I am not getting an appointment for another 3 days! Why?

A – This is because the GP triaging your request deems that your situation is not urgent for today. Even patients who ask for an on the day appointment may not get one if it is not an urgent requirement. Please understand that the clinician does not simply read a request and decide when the appointment can be. Where needed they will be assessing medical history and additional factors such as any consultants who may be currently supporting you also, medications, alerts, and current interaction.

Please note that if we have capacity, we will see everyone on the same day. We prioritise only to ensure that urgent concerns are addressed first.

Q – Why have I been sent to my local pharmacy?

A – Pharmacies are contracted to help support patient access to healthcare. They can support many acute issues/concerns you may have. They can prescribe contraception, antibiotics, and antivirals where clinically relevant.

You can access support quickly at your pharmacy for more things than you may think:

Bites, stings, hay fever, cough, cold, flu symptoms, sinusitis, congestion, earache, ear infection, blocked ears, ear wax, hearing problems, Conjunctivitis, sore eyes, constipation, diarrhoea, colic, heartburn, indigestion, haemorrhoids, rectal pain, vomiting nausea, sleeping difficulties, cystitis, vaginal discharge / itching / soreness, Acute pain or swelling in ankle-foot-hip-knee-leg-arm, lower back pain, strains & sprains, acne,



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spots, athlete's foot, dermatitis, dry skin, hair loss, nappy rash, general rash, oral thrush, ringworm, threadworm, verrucae, wound problems, scabies, warts, ulcers, sore mouth, toothache, teething problems, Singles (if over 18), UTI (if female aged 16-64), Impetigo (if over 1 year and localised), Sore Throat (from 5 years+), Sinusitis (12 years+), Otitis Media (aged 1-17)

A member of our team will know if there is any reason you would not be eligible. For example, some services are not available if you are pregnant, some have age restrictions, some have duration restrictions.

Q – I have regular blood tests, why do I need to place an Ask My GP every 3 weeks?

A – You don't! The routine appointment request can be used for any phlebotomy, nurse, HCA appointment request, however, if you have specific needs (for example requiring bloods prior to set chemotherapy appointments) we would always advise that you book 2 or 3 of these in advance to ensure that we have capacity on the specific dates to meet your needs. A care navigator will do this for you.

Q – My consultant has told me I must have my bloods taken in the next 3 days what do I do if there are no appointments?

A – If we have no appointments in practice, we will always be able to help you book an appointment at Lincoln, Grantham, or Boston hospital. Sometimes we simply do not have the appointments to give at such short notice for bloods and patients may have to travel for this.

Q – I don't have the internet but don't want to tell the care navigators what I want to see a doctor for, what do I do?

A – This is your patient choice, however, without any information the clinician has nothing to triage and cannot prioritise your request nor ensure that it goes to the right GP/Nurse/Advanced Practitioner etc.

The triaging clinician is a GP and they do not have time to call patients to gain information on why they need an appointment.

Q – Why is Ask My GP not open 24 hours

A – This is because the way we work simply wouldn't not be feasible nor would it be maintainable. Millview has, for a very long time, been an 'on the day service'. Our patients like that and we like that.

Ask My GP requests are all clinically triaged. For us that means that they are triaged by a GP. This takes one GP off the appointment rota whilst they are managing the patient requests, however, this does ensure that we have clinical safety with our patients' requests.

Some facilities use non-clinical triaging, and that suits their structure, however we feel that clinical 'eyes on' should be added to that front line level.

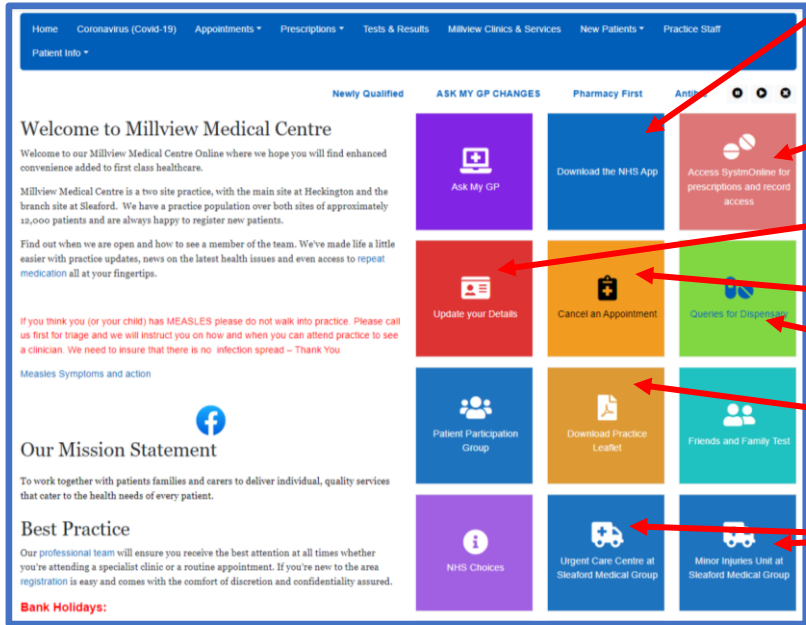
The same GP who is triaging all the Ask My GP requests then manages patients themselves in the afternoon. If requests were coming in all day long this would not be possible.



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Q – What else can I do without having to call in?

A – On our website you can do the following:



Download the NHS APP (for accessing your medical records or ordering prescriptions)

Access SystemOnline to see your medical records or ordering prescriptions.

Update your details such as telephone number or email address.

Cancel an Appointment

Message Dispensary

Find out information.

Get details on out of hours services.

Q – I missed a telephone call from my doctor what do I do?

A – If you have placed an Ask My GP Request and a telephone consultation was made for you, it is your responsibility to keep your phone with you so that the doctor can get hold of you.

Doctors make many telephone calls in between patients in clinics and so are not always available if you call back later. However, if this does happen, we will message that doctor for you to let them know you called back.

Q – I requested my repeat medication first thing this morning why haven't I had a phone call yet?

A – All prescriptions have a 72-hour turnaround. We always advise that you place your repeat request 1 week before you need it to allow for processing.

If you are a dispensing patient we will send you a text message when your prescription is ready for collection.

If you use a local pharmacy, we cannot provide you with information as to when your prescription is ready for collection, you need to contact them directly. Many do have a text message service, but we do not manage or have access to that.

Q – I was prescribed medication a couple of months ago, why am I not able to order it again now?



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A – there are two types of prescription: Repeats and Acutes.

Repeats – this is where the clinician (or your specialist) feels that you need to be on certain medication either for a prolonged period or for life. These medications are always available to you. You will need to have an annual medication review to ensure that this is still within the safe prescribing remits, but outside of that you can order every month.

Acutes – This is where your clinician feels that you should be on medication for a short period of time. This happens a lot with antibiotics, pain medication and ailments which can easily be remedied. These prescriptions will be given there and then by the clinician but will not be available for you to order again in the future online. You need to have a further consultation to discuss additional prescriptions.