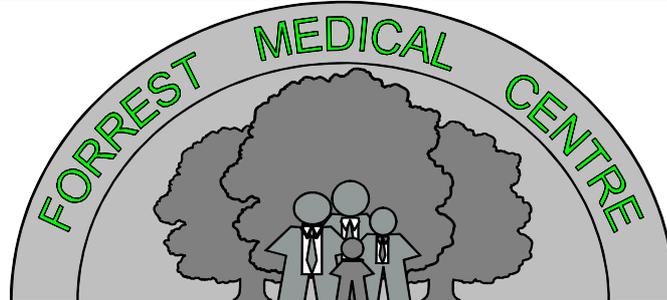

◆ Forrest Medical Centre ◆

July 2013



Latest News from the FMC Public Meeting

RETIREMENT!

Having recently seen Dr Lucas retire from General Practice we are now announcing that Dr Caroline Rhodes, Senior Partner at Forrest Medical Centre, will be retiring from General Practice at the end of November 2013.

Dr Rhodes has worked at the practice for 32 Years and has been the Senior Partner at the surgery for 10 Years and so her knowledge, experience and work ethic will be greatly missed. However, we want to place on record our sincere appreciation for all the time, work and effort that she has put into the practice over the years and I am sure you will join with us in wishing her well in her upcoming retirement.

APPOINTMENTS

With the changes that are happening at the practice and in General Practice as a whole we felt the time was right to review our appointment booking system.

CURRENT ISSUE - Although

we believe that, overall, we offer excellent access, we are aware that patients can find it difficult to get an appointment with the GP of their choice, particularly at short notice. We also know that patients may have to wait for their appointment if their Dr is on call and dealing with emergencies. We are also aware that, despite offering Saturday morning surgeries, working patients can sometimes find it difficult to book appointments at a convenient time.

PROPOSAL - In response to these difficulties, we are proposing to restructure our appointment system which will include:

- Opening up appointments to both sites for patients who can travel;
- Make better use of telephone appointments for follow up of routine problems or blood tests;
- More appointments will be available to book ahead;
- All patients requesting an appointment on the day will be given a time slot where a

doctor will call them back and either deal with the issue there and then or make an appointment that day.

Research suggests that on the day telephone advice can solve 2 out of 3 patients' problems, making more efficient use of Patients' and Doctors' time. However, a patient will never been refused an appointment on the day if they would prefer to come down to surgery after speaking to the Doctor on the phone. Importantly, this system will mean sick patients being picked up and treated promptly.

The changes proposed won't really affect what you as a patient, do - it is more how we deal with the calls and requests at our end. We will provide more information and details nearer the time when we are ready to make this change, but we believe that this will improve access and choice for our patients and help us to maintain the level of patient care that we currently offer. We will, of

