

News from Christmas Maltings & Clements

Introducing your new Services Manager Andy Cutting

We are pleased to welcome Andy Cutting as the new Services Manager at Christmas Maltings & Clements Surgery.



Andy was employed by Suffolk Police for 34 years and has worked at every police station in the county as an Operations Manager and Business Manager, with fond memories of Haverhill in the 1980s and 90s.

Andy was a Practice Manager at a nearby surgery and also had a spell as Assistant Services Manager at West Suffolk Hospital.

Amongst other qualifications he has a MSc in Human Resource Management and until recently was a part time football coach with Ipswich Town FC. He continues to contribute to local youth sporting projects.

Andy says: "I have never had such a warm welcome to a role as that experienced at Christmas Maltings and Clements. I've had the opportunity to meet with some of our patients, patient participation group members and local councillors and I look forward to meeting many more of you in the weeks and months ahead."

Update on providing safe, appropriate and sustainable care

In our last newsletter we explained our practice has to maintain a manageable workload for our clinicians. Our Safe, Appropriate & Sustainable (SAS) approach provides a fixed number of appointments, available to book 'on the day' from 8am and 1pm. For safety reasons we set a limit on the number of patients each clinician can have – particularly GPs.

We now have two months data on the impact of the new system for May and June:

- We provided 5,050 appointments each month. 44% were seen by a GP and the rest spread across Emergency Care Practitioners, Physician Associates, Nurse Practitioners, Pharmacists and Physiotherapists
- The number of patient contacts per GP is on target
- There were two complaints in June about not getting an appointment (three in May)
- The number of patients reporting they would recommend the practice after their consultation has risen from 44% in May to 79% in June
- No significant increase in patients attending A&E has been reported
- Feedback from clinicians and our reception team has been positive

Patient Participation Group

The next meeting will be in September at the Clements building, with a date yet to be set. All welcome. Please email WSCCG.christmas-clements@nhs.net if you would like to attend.

Reminder – how to book appointments

Other than those for nurse or healthcare assistant clinics (e.g. blood tests or routine clinics for long term conditions such as diabetes), appointments are only available on the day that you call.

When you contact the practice, you will speak to a trained Care Navigator. They will direct you to the most appropriate clinician which may not be a GP.

You will be offered two alternative appointment times to choose from. On busy days we will prioritise appointments for those patients who we have determined as clinically urgent.

When no appointments are available, you will be directed to other sources of advice (such as NHS 111 or the NHS Choices website) or asked to phone back the next day.

Feedback and recruitment

We thought it would be useful to share some of our responses to feedback we have received from patients.

We have been asked why we do not have enough appointments with female clinicians. When a patient asks for this we try our best to offer them.

There are currently four female GPs at the practice, working at different hours and on different days to improve availability. The surgery has also been able to recruit another female GP who will start in September 2018.

Several patients have also asked why we only allow patients to book certain appointments on the day. We do this to limit the number of patients who 'do not attend'. This is a real problem for our practice. In June alone, 318 patients did not turn up for their appointment despite appointments being booked on the day.

If you are unable to attend an appointment, please call **01440 841300** and press option 1. You will go straight through to our reception team.

Contact us: If you have questions about any of the content in this newsletter, please email WSCCG.christmas-clements@nhs.net.



To keep up to date with our news, visit www.christmasandclements.co.uk or search for 'Christmas Maltings and Clements Practice' on Facebook.

You can also share feedback on the changes with Healthwatch Suffolk. Call **01449 703949** or email info@healthwatchesuffolk.co.uk.

Our new phone system

This is now fully working with 98% of calls answered during the last month. We have monitored how long it takes to get through and the average wait time is 30 seconds. Patients may still experience a longer wait on Monday morning when the phone lines are at their busiest.

Healthcare professionals, such as ambulance crews, now have a dedicated line.

Online booking

You can book online for blood tests and annual long term condition checks (such as diabetes).

To register, please email WSCCG.christmas-clements@nhs.net.

New bus service to West Suffolk Hospital

Suffolk County Council is now providing a bus service from Haverhill Bus Station to West Suffolk Hospital. This will operate several times a day, with the first leaving at 7.15am and the last returning at 6pm. The service will make West Suffolk Hospital as convenient as Addenbrookes Hospital.

To book a journey, visit www.bookyourride.co.uk or call **01638 664304** Monday to Friday 8am-4pm.

Dispensary move to Clements

We have started the building work which will allow the dispensary to move to the Clements site in Greenfields Way. We hope this will be finished in the early Autumn. The move will make it much easier for you to collect your medications.