

Changes at the surgery from October 2011

During October there will be a number of changes at the surgery which aim to improve access to services.

The main changes have been shared with the Patient Participation Group at their last meeting on Tuesday 13th September 2011. They support us in making these changes and will help us monitor their effectiveness.

Dr Beale & Partners

The main changes are:

- All Doctors will be based at Eastleigh Surgery (except for Dr Edwards who will remain at Bratton Surgery) although patients can still see Doctors by appointment at White Horse Surgery.
- There will a slight alteration to the Bratton Surgery opening times on Wednesday evenings & Thursday afternoons
- There will be revised telephone system messages at Eastleigh Surgery to try and streamline access through the telephone system.
- There will be improved telephone access for patients at Eastleigh Surgery during lunch time & on Wednesday afternoons. The telephone lines will be open for an additional 12 hours per week to improve access.
- The Prescription Service and Secretary at White Horse surgery will be incorporated into the service at Eastleigh Surgery.

Detailed information about the changes are overleaf.....

From Monday 3rd October

All Doctors at the practice are changing their surgery times across the working week to enable the majority of surgeries to start and finish at the same time. This will enable doctors to liaise with each other and their other clinical colleagues more easily. It will also mean they will be able to attend regular clinical meetings & training sessions at lunchtime.

All Doctors will be based at Eastleigh Surgery, except for Dr Edwards who will remain at Bratton Surgery. Dr Gumbley and Dr Safeer (who joins the practice on a permanent basis from December) will also be based at Eastleigh Surgery. Both Doctors will continue to hold a few surgeries (on a rota basis with other doctors) at White Horse Surgery.

The doctors will work in 'pairs' to provide better continuity for patients by looking after each others patients in their absence, so that patients continue to receive a seamless service when their own Doctor is away from the practice.

The opening times for Bratton Surgery have been altered slightly. On Wednesday evenings the surgery will be open from 5.30pm-8pm and on Thursday afternoons the surgery will be open from 2.30pm-5.30pm.

For more information, please pick up a copy of the revised Doctor & Nurse Clinic Time leaflet which will give you the Doctors individual surgery times.

From Thursday 20th October

At Eastleigh Surgery the telephone system messages will be changed to provide additional options for patients to use. These options will be put in place to fast track calls for home visits and to have general enquiries dealt with more swiftly.

Data has been collected to show the number of calls received by the practice on a daily/hourly basis and this has been analysed. Practice staffing hours have been rearranged to provide more cover at times of higher demand.

The telephone opening times at Eastleigh Surgery will be extended by an additional 12 hours per week so that patients will be able to telephone the practice between 12.30pm & 2.00pm each week day and will also be able to contact the surgery by telephone for any enquiries on Wednesday afternoons from 12.30pm-6pm.

Patients who use The White Horse Surgery telephone number (0844 477 8762) or who use the local number (01373 866929) to contact the surgery will have their call automatically transferred to Eastleigh Surgery, at no extra cost to the patient. This will enable all callers to the practice to be channelled through the same message system which will distribute calls to the correct department more quickly.

The prescription service at White Horse Surgery will be incorporated into the service provided at Eastleigh Surgery. If patients have a repeat prescription they would like to order, please deliver your request to Eastleigh Surgery (or use the on-line service via the practice website, reception can register you for this service). If prescription requests are still delivered to White Horse Surgery they may take one extra day to be processed. Please remember that you can drop your prescription requests in at the pharmacies if this is more convenient.

From November 2011

The Secretary at White Horse Surgery will be moving to Eastleigh Surgery. It will enable the whole secretarial team to work more closely for the benefit of patient care and continuity. The telephone number for the Secretaries will not change and they can still be contacted on 0844 815 1343.