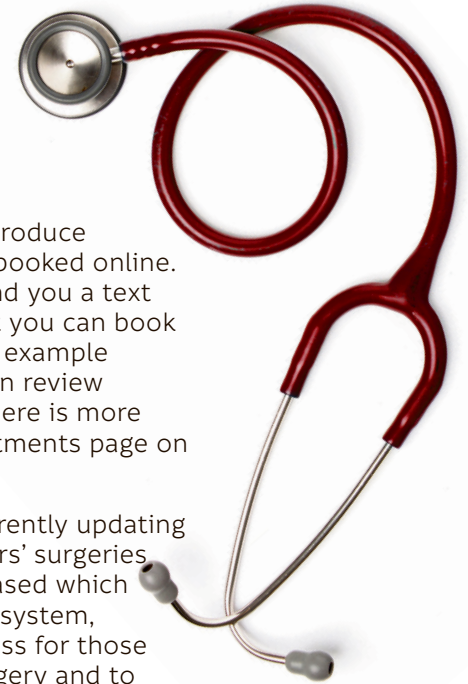




WESTBURY GROUP PRACTICE



I hope you will have seen our previous articles in the White Horse News. I received some feedback that our last article detailing the activities of the Secretary was in a small font that did not make it easy for everyone to read. These articles are now also on our website 'About Us >>> Team' pages. I hope there are easier on the eye. In future, articles we will advise where you can find each article on our website.

We have two exciting new projects to tell you about. In our August article we advised of our plans to introduce both a new online system to replace the existing e-Consult, and a new telephone option. Our new online option for patients is called PATCHS and we are introducing this on 1st February 2024. The link on our website to the existing patient online option (e-Consult) will be replaced with the link to PATCHS in time for that February date. In the meantime, there is lots of work for us to do to ensure we are using the process to give you the very best service possible; as well as integrating it to our own surgery processes. We want to encourage as many patients as possible to sign-up for this new service; again, we will keep you

posted on when you can start doing this. We are all very aware of the difficulties when contacting the surgery by phone; especially at the start of the day. We firmly believe that the new system will benefit those who are comfortable using IT by avoiding the need for them to contact us by telephone and so save their time. We hope that this will be more convenient too for those patients who have to get to work in the morning, have the school run to do, or who cannot phone from work. The more patients who use PATCHS to contact the surgery will mean a reduction in the number of calls received and so we hope this will reduce the waiting times for those patients who are not comfortable using IT, or who do not have access to it.

We will be publicising more details on how we intend to use PATCHS and we will keep you informed as we progress. This will be via us sending you a text message with a link to our website to see the latest updates. We will also ensure we publicise this information in the Waiting Room at the surgery. In advance we are asking you now to ensure that we have your up-to-date email address; our Reception team will ask you about this and we will also be considering how else we can get this information from you.

We are also starting to introduce appointments that can be booked online. The process is for us to send you a text message with a link so that you can book a specific appointment; for example a blood test or a medication review telephone appointment. There is more information on the Appointments page on our website.

The NHS in England is currently updating all phone systems in doctors' surgeries, to ensure they are cloud based which integrates with the clinical system, provides good remote access for those working away from the surgery and to help manage high demand. There are a multitude of other benefits. We have now selected our new telephony supplier and we're currently in the early stages of discussion with them. It's likely that we will sign a contract with them in the next month or so and look to introduce it in the New Year also.

In order to assist us in contacting you, please ensure you update us with your mobile number and e-mail address. This can be done any time you have a contact with a member of staff or send it to us via bswicb.wgppatientvoice@nhs.net

You can find this article on our website 'News' page

White Horse Health Centre

Mane Way, Westbury BA13 3FQ
01373 828330

Bratton Surgery

The Tynings, Bratton BA13 4RR
01373 828330

<https://westburygp.co.uk>

Email: bswicb.wgppatientvoice@nhs.net

