

Getting the most out of your surgery



This is what many of us may remember – sit and wait



First come first served – all appointments booked by 9.08 on a Monday morning



Now, our GPs are working to prioritise who need to be seen, and when

- You're probably hearing the term 'Triage' more often – this is
- **The process of quickly assessing patients in order to decide which ones are the most seriously ill and must be treated first**
- When the surgery is gathering information
- This is critical with 14,000 patients to look after

eConsult

- You submit your symptoms or requests to your own GP electronically during surgery opening times
- eConsult is the most widely used digital *triage* tool in NHS primary care, built by NHS GPs for NHS patients
- eConsult also offers around the clock NHS self-help information, signposting to services, and a symptom checker.



New look website

The screenshot displays the Falkland Surgery website interface. At the top, a browser window shows the URL falklandsurgery.co.uk. The website header features the Falkland Surgery logo (a stylized figure in a circle with 'FALKLAND SURGERY' and 'ESTB 2002') on the left, a search bar with the text 'Instantly find what you're looking for' in the center, and a 'Translate' button and Facebook icon on the right. Below the header is a dark blue navigation menu with the following items: 'About Us', 'New Patients', 'Appointments', 'Prescriptions', 'Services', 'News & Events', and 'Contact Us'. The main content area is a large banner with a background image of a path through trees with autumn foliage. Overlaid on this banner are eight blue rectangular buttons, each with a white icon and text: 'APPOINTMENTS' (three people icon), 'PRESCRIPTIONS' (pill bottle icon), 'NEW PATIENTS' (person in speech bubble icon), 'LATEST NEWS & UPDATES' (calendar on laptop icon), 'GENERAL ENQUIRIES' (three people with plus signs icon), 'OUR SERVICES' (hand holding heart icon), 'SELF HELP ZONE' (heart with ECG line icon), and 'PATIENT PARTICIPATION' (group of people icon). At the bottom, a Windows taskbar is visible with the search bar and various application icons. The system tray shows the time as 19:00 on 23/10/2022 and the temperature as 12°C.



By telephone

- Patient Service Advisors are trained to help you with general queries where they can
- ... And pass your health concerns to one of the GPs for their attention and the triage process
- This is the method you should use if you have an urgent health concern and believe you need to be seen on that day
- They can also help patients complete eConsult if they don't use a computer



In person

- One of the Patient Services Advisors will be pleased to help face-to-face with any queries you may have



Getting to speak to your GP



Your GP will decide whether they need to see you face to face or whether a phone call will meet your needs

Other resources



- General adult and paediatric GP Consultations
- Nurse led Asthma clinic
- Nurse led Diabetes clinic
- Nurse led contraception - contraceptive services including Nexplanon and coil insertion
- Minor surgery clinic
- Joint injections
- Specialist-led Musculoskeletal clinic
- Pharmacist led Blood Pressure clinics and specialist medication advice
- Talking therapists for patients with certain long term medical conditions such as diabetes and COPD.
- Support with equipment at home via Kim Weston
- Private medicals and reports
- Travel vaccinations and advice

Give feedback to help us improve

- To the Falkland Surgery Patients' Participation Group which represents the views of patients regarding the work of our surgery at falklandppg@gmail.com, or in the post box near reception
- To the surgery

