

## Why are things different here?

All GP Surgeries are independent partnerships and have contracts with the NHS that tell us what we have to deliver but not how to deliver them. Over time, practices develop their own processes for prioritising and managing their service delivery. Stoke Gifford and Conygre Road (SGMC & CMC) operate within one partnership and under one NHS contract so all the patients are contained on one list. We try and provide continuity by allocating patients that live closer to a specific surgery to site-specific GPs. However, patients can be seen at either site. One administrative, prescribing, secretarial and management team looks after both surgeries.

**Getting you to the right person.** At SGMC & CMC, we have worked hard to create a specialised workforce. Specific teams manage: administration and incoming correspondence; referrals; prescription requests and long term conditions review recalls, and reception services. Our clinical team consist of: GPs; a Pharmacist; Paramedics and Nurse Prescribers; Long Term Condition and Sexual Health Specialist Nurses; a Physiotherapist; Treatment Room Nurses; Health Care Assistants and Phlebotomists. When you call us, in order to direct you to the right person, the receptionist will ask for information about why you are calling. This is treated as confidentially as any discussion that you would have with a GP so please do provide the information that is requested.

If you have a **long term condition** (e.g. asthma or diabetes), you will receive a letter annually (in your birthday month) inviting you in for review. These reviews are important as they will support you in managing your condition. They also provide the GPs the information that they require to continue to safely prescribe your repeat medications. Research suggests that group consultations lead to better outcomes for patients and so many long term condition reviews will be delivered in small patient groups.

Our **prescribing team** issue over 12,000 items per month and will be able to help you with many queries. Please allow 72 hours for prescriptions to be issued. If you do forget to request medications in time, we have a policy that stipulates which medications will be considered as requiring urgent same day re-issue. Non-urgent medications may take longer to issue and you may be asked to seek an emergency supply from your pharmacy. Conversely, we need to also make sure that patients are not taking too much medication. Please do not request re-issues if you have more than 2 weeks supply left as you will be asked to request it again closer to the time that you are due to run out. Please note that we cannot take medication requests over the phone. You can either: drop the request in to the surgery; ask your pharmacy to order it, or, preferably, use the on-line patient access / NHS app to request your repeats.

**Appointments.** We have a **minor illness team** that provide same day appointments for most acute conditions. In some cases, if you have a new presentation of a minor illness and no other significant conditions, you may be asked to go to a pharmacist for self-help advice or over the counter medications. If your condition is more serious, you will be added to our triage list and a GP will phone you back to either give advice or book you into a same day GP appointment. 65% of our GP appointments can be booked (2 or 5 days) in advance for non-urgent medical queries.

The triaging GP also manages all **requests for home visits**. Please note that home visits are only available to patients who are housebound for medical reasons. All other patients are expected to try and come into the surgery.

In most cases, **your medical notes** arrive onto our clinical system electronically and very quickly. However, some notes are not able to be transferred in this way and so we need to wait for them to come through in paper. We can ask for your old practice to fax a summary of your medical record whilst we wait for the paper notes.

Our website ([www.stokegiffordmedical.co.uk](http://www.stokegiffordmedical.co.uk)) have further information and contact details or you can ask to speak to one of the managers should you have any further questions.