

JUNE

Newsletter

Patient Access

Advanced Nurse Practitioner Reception triage.

To improve patient access, we have trailed an Advanced Nurse Practitioner (ANP) Reception triage system for the last month. This has shown great results with the ANP being based in reception to support the care navigation team, we would also encourage patients to use the Accurx online service as this is dealt with in the same way as a telephone Appointment.

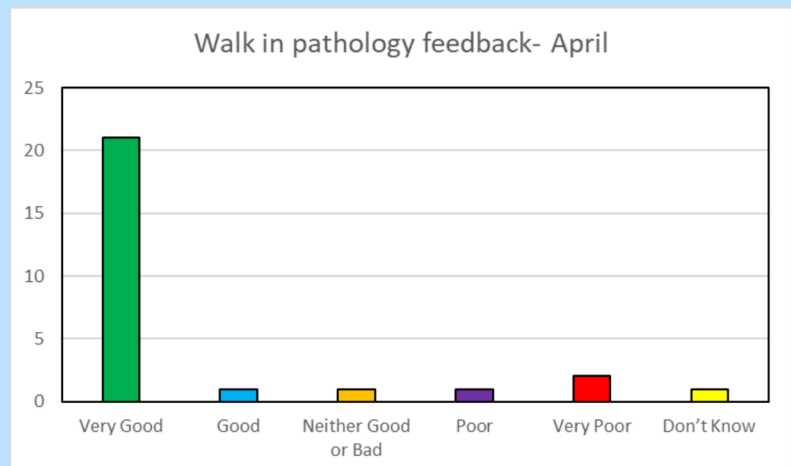
The figures speak for themselves: 788 were dealt with in May, this is an increase of over 50% compared to the amount of patients that would be seen in a normal day-to-day ANP clinics.



Walk in Pathology clinics

The walk in pathology clinics pilot has been a great success. These clinics are available on Tuesdays, Wednesdays and Thursdays between 09.30 am and 11.30 am. To attend these clinics you must have been given a blood from from the clinician or reception.

The feedback we have received from the first month in April was mainly positive with 21 patients reporting a very good experience (see the below chart)





Ashby Turn Primary Care are a LGBTQIA+ inclusive practice. Wishing everyone a Happy PRIDE month xoxo

Online Services.

All patients have the opportunity to register for SystemOnline. This allows you to: book and cancel appointments online, order your repeat prescription & view test results and your medical record. You can also link this to the NHS app.

You receive a unique username and password that can be obtained from the reception. * photographic identification needed to request access.

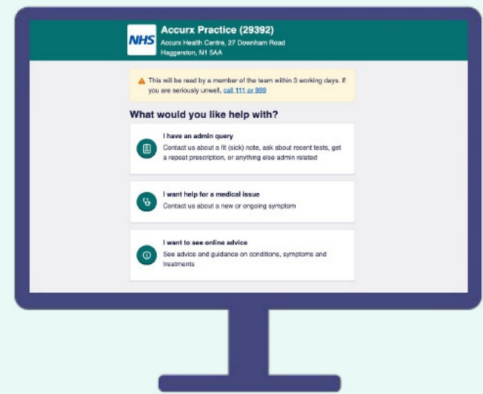
We encourage all patients to use this service; there are currently only 5,246 out of 12,492 patients that use online services.

We're now using Patient Triage for online consultation

This means if you have a non urgent admin or medical query, you can contact the practice online!

How do I use Patient Triage?

- Open the link from our practice website (There's no need to download an app or create an account!)
- Select either admin or medical request
- Confirm this is a non urgent request
- Write the request to the practice, giving as much information as possible
- Tell the practice how you want to be contacted
- Enter your details
- Press submit!



 accurx

Accurx Online Patient Triage.

Patients can now consult online at our practice as part of a new online service, Accurx Patient Triage, which could save you time and a journey.

Using the online consultation service makes it easier for us to quickly decide how we can best help you with the least amount of disruption to your day. The service is free and confidential and medical consultations are always reviewed by a GP or Advanced Nurse Practitioner.

This service is currently very under-utilised with only 123 patients taking advantage of the service in May!. Please be encouraged to take advantage of the online services.