

The Patients Voice



Newsletter of the Larksfield and Arlesey PPG

Issue 2 July 2023

Starting Monday August 8

A New Patient Triage Appointment System *Is this the End of the Morning Appointment Rush?*

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

A new online system for patients to book appointments and submit their queries to the practice is being introduced on Monday August 8.

The new service is called Patient Triage or (ACCRX) and has been introduced across all practices in the Ivel Primary Care Network North.

Lower Stondon was the first to introduce it and it was then launched at Shefford at the beginning of July where the response from patients, it is fair to say, has been amazingly positive.

The aim is to increase

access, reduce demand on the telephone lines and front desk and improve the patient and staff journey in booking appointments.

Patients will be able to access a link to the request form online from our practice website. Requests will go to a clinician or admin staff member for triage and if necessary, you will then be booked an appointment for either the same day or in advance.

Patients who cannot access online facilities can still call the practice and our reception team will complete the triage request online for them. Patients who cannot

telephone or use online facilities will be given a triage form at the front desk to complete and hand to reception who will then input the request online through our website on the patient's behalf.

Most appointments will be decided by the clinical team once they have reviewed the request for an appointment on our system.

By using this new service, it is hoped patients and staff will see improvements. There are several other key benefits of patient Triage including patients having access to the correct clinician the

first time as each appointment request is triaged by the clinical team.

What Shefford Patients Are Saying

Used this, this afternoon for my son! Called back within 5 mins and an appointment later this afternoon! Absolutely amazing! - CS
Worked great for us this afternoon too PG

Are you Registered online and downloaded the App?

Are you registered on the online system for either Larksfield or Arlesey?

Online accounts make it easy for you to see test results, your medical record, book appointments and repeat prescriptions, plus there is also an App for Smartphone users that saves you logging on to your account via a browser. The process is simple. Either complete the form on the practice website

Larksfieldandarlesey.co.uk

or ask at reception. Either way you will need a photograph of yourself plus a document such as a utility bill. You can then select what information you would like displayed, such as booking appointments, requesting repeat prescriptions, or accessing your medical records including test results. You will then be given a username and a temporary password. This will allow you to log on to the website where you will be asked to immediately change your password.

For smartphones the service goes further. Download the **Airmid UK app** that gives you all the above and will also tell you when you have been called for your appointment while in the surgery.

There is a second app, System Online but this is an **OLD** app and is being replaced by the Airmid app. So, it is best to download the latter. Log in details are the same as for the website.

Currently, you can arrange routine nurse appointments online but not for those with an Advanced Practitioner or Paramedic.

The biggest advantage of the app is ordering repeat prescriptions as it gives in detail each item and tells you whether you are in time to order.

If you have asked for your medical records to be available, then blood test and other results are available to view once a GP has reviewed them.

The medical records are very extensive and will soon contain results from hospitals system, and you can see these once

the GP has reviewed them.

Please register your mobile number with reception

If you do not want to register online, then please make sure you have logged your mobile phone number with reception.

This way they can text you with information. They can advise you that a blood test result is back and is all clear, or that you need to make an appointment with a GP.

In this case, the text will also contain a link that leads to an allocated set of appointments set aside for this purpose. But remember(!) this link has a short life so respond quickly, it will have expired and you will then have to make an appointment yourself.

Also, in times of sickness or illness of a doctor or nurse, you will get a text notifying you that your appointment has unfortunately been cancelled. You will then be asked to contact the surgery to re-arrange.

Protected Learning Time Explained

Doctors and nurses need regular training on new methods and procedures, while administrative staff need training if they are new and then updating in the same way as their colleagues

Rather than do this at separate times of the week, most practices close for specific times, and this is known as Protected Learning

At Larksfield and Arlesey, both surgeries are closed between 1pm and 2pm every Monday and at other times during the month

In July the surgeries will also be closed on 19th July 2023 as well as on the Mondays

During the closures, all calls should be made to the 111 system if Urgent

The Great Bake Off



Congratulations to all the staff at both practices who recently baked cakes to raise money for the charity "United Against Dementia".

Members of the PPG sold the cakes so that the staff did not have to leave their posts. A small event raised over £150 for the charity.

Complex contraceptive queries | Contraceptive troubleshooting | Starting HRT | HRT queries
Bleeding problems (heavy/irregular/absent periods)



WOMEN'S HEALTH CLINICS

with Dr. Noderstrom

at Larksfield Surgery Branch
for Arlesey and Larksfield Patients

Clinics exclusively for Women are being held at Larksfield every Wednesday. GP, Camilla Noderstrom, is dealing with women coming up or going through perimenopause/ menopause and she is widely experienced in HRT. She also can give contraceptive advice to women including implants, intrauterine contraceptive devices (IUCDs - also known as coils) or other intrauterine systems (IUS). Dr Noderstrom can also give contraceptive advice to women. In time it is hoped to extend the clinics to include minor procedures such as coil removal.

We Want to Hear from YOU

The PPG has two main objectives. One is to act as the communicator between the practice and you, the other is to pass on concerns and comments from you about the surgeries.

Do you think the delay in answering your telephone calls has improved since installation of the new telephone system?

Now with the use of paramedics and advanced nurse practitioners, are you finding it easier to get appointments?

Except for the above two, what frustrates you most when contacting either Larksfield or Arlesey?

Email us at: ppg.larksfield@nhs.net