



Alney Practice Newsletter Winter 2021

THANK YOU!

To all our patients who have continued to support us during this very difficult year. We recognise it has been, and continues to be a challenging time for the NHS, in particular Primary Care and all the people who work in our practice.

Our team are working continuously to provide the best care to all our patients and appreciate your kindness and respect.

We regularly receive your feedback either direct or through the Patient Participation Group (PPG) and we want to answer your most frequent questions and share with you the action we have taken to improve your experience.

DO WE OFFER FACE TO FACE APPOINTMENTS?

We continue to offer face to face appointments across both Cheltenham Road and Highnam surgeries and many of you will have noticed recently that our receptionists ask the nature of your problem. This is to enable us to book you in with the appropriate clinician for either a telephone or face to face appointment. Our receptionists have received training on where to direct or book patients dependent on their symptoms. Already we have seen a change and appointment availability has improved.

COVID UPDATE

I think we can all agree that the rollout of the Covid Vaccination programme has been an enormous success. The work carried out at Churchdown Community Centre where many of our patients have received their vaccinations has been exceptional. We want to thank all the staff, volunteers, and you for helping to make it happen.

Currently booster jabs are being offered and if eligible, you will receive a call, text or email inviting you to book an appointment.

If you haven't yet had your vaccination or not too sure if you are eligible you can call 119, choose option two or visit the NHS website at [- NHS \(www.nhs.uk\)](https://www.nhs.uk)

REMEMBER TO.....

Checkout our website, www.thealneypractice.co.uk where you will find the latest information and can get help with your medication, request a health review e.g. Asthma, Blood Pressure and much more. You can also follow us on Facebook @TheAlneyPractice16.

CHRISTMAS AND NEW YEAR OPENING & TIMES

Open as usual Friday 24th December

Closed 25th - 28th December

Re-open on Wednesday 29th December at (insert time) till Friday 31st

Closed 1st - 3rd January 2022

Re-open 4th January

For out of hours service please call NHS 111 as the initial point of contact

The Alney Practice also works with a group of local Practices and they too have a Facebook page - <https://www.facebook.com/NSGPCN/https://www.facebook.com/NSGPCN/>.

WE LISTENED TO YOU AND TOOK ACTION!

You said the Highnam Surgery car park was in a sorry state, full of potholes and sometimes very muddy after the extension was completed.

The re-surfacing work on our car park has been completed and now has clearly defined parking spaces with two accessible parking bays.

You also told us that it took a while to check-in via the Receptionist at to our Cheltenham Road Surgery with queues often forming.

The Check-in computer terminal in the reception area has been re-activated for a smoother, speedy check-in, taking just a few seconds.

Telephones

Our telephone system developed a fault which we were not aware of until we started to receive your feedback. The members of the Patient Participation Group worked closely with us to identify the problem by gathering specific examples of when calls were being cut off so we could escalate it to our phone provider. No suitable solution could be found, so the Practice made the decision to look for a new provider and terminate the existing contract.

On 19th October our new telephone system went live and is working well with lines no longer being cut off and it also benefits from an active queue management system. We continue to receive a high volume of calls, often up to 600 per day and your patience is appreciated.

UPDATE FROM THE PATIENT PARTICIPATION GROUP (PPG)

The Alney PPG has now been established for two years and has developed a good working relationship with the Practice. The PPG and the Practice Manager have met regularly to discuss ways in which the service to patients can be improved. Through our collaboration, the Highnam car park issue has been resolved, we have a new telephone system, Cheltenham Road surgery has re-introduced the online check-in system and patients can now phone to book appointments throughout the day.

We are aware of the pressure that Covid has put on the Alney Practice as a whole, as well as on each individual who works there. We as patients of the Alney Practice as well as members of the PPG recognise and greatly appreciate their exceptional efforts.

If you would like to help the patient group then please contact us via email alney.ppgchair@nhs.net

And finally.....

Seasons Greeting to you from all of us here at the Alney Practice and the PPG

We wish you a happy and healthy new year & look forward to continuing to serve you in 2022

