

# Whitley Villa Surgery

Newsletter | January 2017



On behalf of all the staff at Whitley Villa Surgery, we would like to wish all of our patients at Whitley Villa Surgery a Happy New Year.

It has been nine months since Whitley Villa Surgery merged with the University Medical Practice. Our new name is now registered with the Care Quality Commission as the

## “University Medical Group”

It will take time to change the branding, so it’s a work in progress but we have started to make changes. Reception staff will answer incoming telephone calls as “University Medical Group”

We would like to thank you for your patience as we review the processes and services that are offered at both sites, please be assured our goal is to offer high quality accessible services.

### **We have been listening and acting upon your feedback since the merger**

#### **You have asked via NHS Choices for:**

- More appointments
- More appointments available to book online
- More information about the merger
- Shorten the length of time it takes to get through on the telephone

#### **We have acted upon these:**

- We now provide a minor illness clinic at Whitley Villa this provides 10 extra daily appointments.
- We provide 10 appointments daily which are bookable online with a GP
- We offer alternative appointments at the University Medical Practice when there are no suitable appointments at Whitley Villa.
- We have increased the receptionist hours to improve the call waiting times
- We run Saturday morning clinics and late evening clinics Tuesday and Thursday weekly at the University Medical Practice, as we understand that some patients are not able to access GP appointments during their usual working day

We have a specially trained GP/Nurse at the University Medical Practice who provides the following services for patients who require:

- Coil or contraceptive implant fitting
- Joint injections
- Minor Operation ( e.g. cyst removal)

### **Moving forwards what are our aims for services at Whitley Villa?**

- Increased choice of GP
- More pre-bookable appointments available on-line
- Continue to reduce the length of time to get through on the telephone
- More minor-illness and contraception appointments

### **However to deliver this we need to:**

Change the closing time at Whitley villa practice to 5pm rather than 6.30pm as this will allow the GP time to prepare for a late evening surgery at the University Medical Practice- starting at 6.30pm and avoid lone working for staff

We propose to change the closing times to take effect from 1<sup>st</sup> May 2017.

### **Frequently asked questions**

#### **What if I need to collect my prescription after 5pm?**

We are encouraging patients to have their medications sent electronically to a pharmacy of their choice; this will reduce the need to collect prescriptions from the surgery.

#### **What if I am unwell between 5.00 - 6.30pm and Whitley Villa is closed?**

Your call will be diverted to the University Medical Practice and you can be seen by the Duty Team at the University Medical Practice.

#### **Will the same number of appointments be available at Whitley Villa if it is closing at 5pm?**

Yes, in fact there will be more appointments available as we plan to increase the number of minor illness appointments.

### **PATIENT MEETING – 25<sup>th</sup> January 1-2pm @ Whitley Villa**

We are holding the meeting for patients who wish to discuss or find out more about the proposed plans. You are invited to attend the meeting to discuss the proposed changes with Dr Samera Janjua and Dr Elizabeth Johnston

