

Dear Patient,

Due to patient feedback regarding issues with our phone access we have undertaken a 3 week telephone audit to better understand the nature of our enquiries and identify ways of improving our call waiting times. We have outlined our key findings below and for more details please visit the news section of our website: www.levenside.com

PRESCRIPTION QUERIES

During the 3 week audit our reception staff received **3375** calls. This is almost equivalent to half of our patient list calling us.

The audit highlighted that 796 (24%) of calls were regarding prescription requests/queries. As a result we wanted to highlight there are 3 methods in place to order prescriptions:

Prescription answering machine (01389 811845) – this is available 24 hours a day/7 days a week. Patients phone and leave their name, DOB and the items they require.

Patient access – if you have signed up for this service and have a pin you can log in to <https://www.patientaccess.com> to submit your prescription request. If you are not utilising this service please pop in to the practice and sign up to get your pin.

In person - You can hand your prescription counterfoil to our reception desk or your pharmacy.

It is extremely important you monitor your medication and order the items you require at least 3-4 days before you run out. We require 2 working days to process your prescription and we ask you wait until after this 48 hour period before contacting us and only if your prescription is not at the Pharmacy for collection.

Please note that from the 31st of July 2021 our reception staff will no longer take prescription requests on the main telephone line. This change should improve access for patients needing to speak to a receptionist regarding a clinical issue.

STATEMENT OF FITNESS TO WORK (SICK LINE)

A large number of calls were for patients asking for repeat sick lines – as a result we have amended how you request these items:

Can you please email the practice in the first instance at levenside.practice@nhs.scot with the subject header 'sick line', in addition we will require your name, DOB and the dates/reason for your continued absence. If you do not have access to email please leave a message on our prescription line – 01389 811845.

Please note, If you need a signed sick line this must be collected. If a signature is not required we can email this to you. We will no longer post these items.

The above advice is for repeat sick lines only. If this is your 1st request you should phone the practice to arrange an appointment with a clinician.

BOOKING AN APPOINTMENT

1625 (48%) of calls were to book an appointment with a clinician.

We wanted to share this to give you some context around the demand at present. If you have a medical emergency a clinician will call you back that day, please phone at 8.30 to arrange this. For all other non emergency appointments we offer both on the day and pre bookable appointments, you can book up to 4 weeks in advance.

Please note we are currently operating under strict covid guidelines to ensure social distancing and offering telephone and attend anywhere video calls. If however a clinician feels they need to see you face to face they will arrange this with you direct.

We also wanted to highlight to patients the **Pharmacy first** service which is a **free service** available for everyone registered in a GP practice in Scotland. Community pharmacies can offer a consultation service for minor illness, which could lead to the provision of advice and treatments for the following:

<u>Gastrointestinal</u>	<u>Respiratory</u>	<u>Central Nervous System</u>	<u>Musculoskeletal & Joint Infections</u>
Dyspepsia and Reflux Irritable Bowel Acute Diarrhoea Constipation Haemorrhoids	Allergy Cough Nasal congestion Nasal allergy	Travel sickness Analgesics and Antipyretics Migraine and associated symptoms	Vaginal Candidiasis Fungal skin infection Warts & verruca Cold sores Threadworm Head lice Scabies Impetigo
<u>Mouth</u>	<u>Urinary Tract Disorders</u>	<u>Ear: Removal of wax</u>	<u>Skin</u>
Oral ulceration and inflammation Oral Thrush	(Limited by age)	<u>Eye</u> Infected eye Inflammation of eye	Eczema and allergy Emollients / bath and shower additives Barrier Creams Acne Scalp Disorders Boils

COVID VACINATION QUERIES

The number of queries regarding this has dropped over the last few weeks, we received 69 enquires relating to this during our audit.

Patients can contact the national helpline on 0800 0308 013 for any covid related queries. Updated guidance can also be sourced on NHSinform: <https://nhsinform.scot/covid19vaccine>

COVID PASSPORT QUERIES

You can get a copy of your vaccine status by visiting NHSinform or by phoning the COVID-19 Status Helpline on: 0808 196 8565.

If you are requesting your vaccination status letter as above, do not leave this until the last minute. You should request your status letter well in advance of overseas travel.

Please note, GP's cannot provide letters showing your coronavirus vaccination status.

MISSED GP CALLS

We had 73 patient contacts who had missed their call from the clinician, we appreciate this can happen due to unforeseen circumstances but also wanted to highlight that calls will be from a 0800 number. Moreover, clinicians will have an appointment window to call you, unfortunately if this is missed they move on to the next patient in their clinic. One further attempt will be made when the clinician gets a window of opportunity.

We hope that sharing this information has given you some guidance on alternative solutions to your enquires.

We carried out this audit as we are very eager to improve our patients telephone access and we hope that if you help us, by following these changes, we can help you to access our service quicker.

Many thanks for your continued support.

Best Wishes,

The Team at Levenside