

Binfield Surgery Newsletter – April 2024

Welcome

The Partners and staff at Binfield Surgery are pleased to announce that Dr Marie-Clair Murphy will be joining the surgery from June 17, 2024. Dr Marie-Clair Murphy has worked at the practice as a locum over the last few months and will join us on a permanent basis working on a Monday, Thursday and a Friday.

Appointments at Binfield Surgery from 1st June 2024

Binfield Surgery have taken on board some of the recent feedback in relation to getting an appointment with a clinician and getting through to the surgery via telephone. The surgery will be increasing staffing capacity answering the telephones in the morning from 8am and the calling queue will now be increased to the number of appointments we have for that day and not capped to 35 callers. We strongly encourage callers to use the call back option as this allows callers to keep their position in the queue without waiting on hold. The surgery will be encouraging patients to call between 8-9am and not come down and wait for the surgery to open. Anyone coming to the surgery to book an appointment in person, will be asked to wait until 9am. This will give staff at the surgery the opportunity to prioritise answering telephone calls between 8am and 9am.

Pharmacy First

Patients can now get treatment for seven common conditions directly from their local pharmacy without the need for a GP appointment or prescription.

The seven common conditions:

- Sinusitis
- Sore throat
- Earache
- Infected insect bite
- Impetigo
- Shingles
- Uncomplicated urinary tract infections in women

By expanding the services community pharmacies offer, the NHS is aiming to help free up GP appointments and give people more choice in how and where they access care.

Don't wait for minor health concerns to get worse –

THINK PHARMACY FIRST and get seen by your local pharmacy team.

Dementia Friendly Practice

The practice has been working with the Alzheimer's Society to become a "Dementia Friend". As a dementia friendly practice we aim to provide better support for people with dementia and their carers.



Feedback

We welcome and value all compliments, suggestions, concerns, and complaints and are committed to taking them into account when we consider changes and improvements to services.

Weight or Blood Pressure Measurements

A reminder that we have a pod in our waiting room which can be used by any patient for the purpose of providing height, weight, and blood pressure. Using the pod is a quick and convenient process, but if you have any difficulties, please ask the reception team.

Protected Learning Dates

The surgery will be **closed** for protected learning from 12.30pm on the following dates:

26 June 2024
16 July 2024
11 September 2024
10 October 2024

Priority Access for the over 85's and for Dementia patients and their carers

If you are aged over 85 years, coded as having dementia or are a registered carer you should have received a letter from the practice on how you can get priority access to the surgery. It is important to note that this isn't priority to appointments, just priority for accessing the surgery for these cohorts.

We're Listening to Your Feedback

In April 2024, **91%** of patients said that they would be extremely likely/likely to recommend Binfield Surgery.



Missed Appointments

From 01 Jan to 01 May 2024 Binfield Surgery had **174** appointments missed by patients.

Healthier Together – Binfield Surgery have now stopped the use of this app.

NHS App

Patients are encouraged to download the NHS app to access a range of NHS services including requesting repeat prescriptions and accessing your own medical records. If you are already a user of Patient Access, you will be able to access the same information on the NHS app as you currently do on Patient Access.

A Few Telephone Statistics from the Surgery:

	January	February	March	April
No. answered all Surgery	4,895	4,384	4,048	4,162
Dispensary	393	330	320	338
Reception	4,477	4,040	3,696	3,612
Over 85's and Carers	130	127	149	190
No. working days	22	21	20	21
Avg per day	223	209	202	198
Avg Queue Time	7m 40s	8m 16s	7m 11s	7m 32s
No. of Callbacks	757	712	577	584
Avg time in Virtual queue	20m27s	22m 38s	22m 22s	22m 8s
Longest Queue time	37m 58s	50m 14s	49m 1s	45m 15s
How many in under a minute	2,056	1,529	1,628	1,690
How many had to queue for over 10mins	1,335	1,327	1,062	1,172
How many calls taken between 8-9am	1,591	1,401	1,331	1,390
Busiest Day	Mon 29th	Mon26th	Mon 18th	Tuesday 2nd (day after BH)
How many calls on busiest day	269	244	237	240
How many of these answered in under a minute	113	80	119	62

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