

Facebook FAQs

Annual reviews, and consequent medication-some people are awaiting a review, cannot get appt and therefore cannot get their meds.

Annual reviews are now re starting and patients are being invited in. Once invites are received patients should call up to be booked into the specified clinic. At present we have re started reviews for conditions such as: Asthma, COPD, Diabetes, Cardiovascular/heart problems, pre diabetes as well as some regular medication tests that need to be carried out on a monthly – three monthly basis.

Not all reviews can be carried out in the same way as before, for example we are still advised not to carry out spirometry tests in the practice a common element of the COPD check-up.

We do not refuse medication based on when reviews are done. If there was an issue with being able to issue your medication due to needing tests we would contact you.

What are priorities for an appt, is it first come first served or are their criteria and what are these?

This is dependent on appointment type, a routine GP or nurse appointment would be first come first serve where as our duty appointments are reserved for urgent on the day issues, but there are a limit on the number of duty appointments available. We are still committed to expanding our clinical team to increase capacity for both routine and urgent appointments.

Can the website be kept up to date, current information can be difficult to find? E.g.Covid and flu vaccinations.

We do try to keep the website as up to date as we can. However, we do accept that this has not been a day to day/weekly thing. While our website has improved and is updated far more regularly now that it used to be, we are looking at how we can factor in enough time to manage this more frequently. In general campaigns such as Covid boosters and Flu are updated on a near weekly basis.

Waiting time for calls. Working people cannot wait and cannot always take private calls.

First thing in the morning queuing time can be quite long, this isn't avoidable, we have already increased the number of staff on the phones, however, in the first hour we can receive around 100-200 phone calls. That being said the wait time normally drops down mid-morning and again in the afternoon, the average wait time across the whole of last month was 19min.

We knew that the increased access the new phone system bought would also come with an increase in queue length, this is why it is important to use our call back feature where possible. This means you can go about your day while your position in the queue is held, the system will call you back when you are near the front of the queue.

This option will only show when the queue is long. It is also important to remember if you use this option, not to try and call the surgery again if you don't intend to wait in the queue as the system will cancel your call back if you enter the queue again from the same number.

Working and other reasons making people unavailable at times is very tricky to handle. Our online services have been back up and running for a few months and lots of patients have found this very

useful to book appointments and order prescriptions. We also increased online appointments to include blood appointments in the new system to help people book these in more easily.

As for being able to take private calls, we appreciate this can be difficult. If this is the case we want to be as supportive as possible and will help people where we can on a case by case basis including asking the clinician to call between certain times rather than the time on the appointment, although this can never be guaranteed.

However, if an employer won't allow a patient to take a phone call even though a telephone call is less time consuming than actually coming into the surgery, we would need to discuss this on a case by case basis. We can try and be as accommodating as we can but there is also an element here of employers protecting the health of their staff.

Is there any connections with Lloyds and what are issues related to their closures?

We don't have any direct connections with Lloyds but we do try to work closely with them. Our medicines manager and PCN pharmacy teams have been visiting and communicating with them on a regular basis to advise them and offer support.

Why are patients sent to other surgeries (Glebe Storrington)?

We are part of a Primary Care Network (PCN) comprising four surgeries – Billingshurst, Storrington, Henfield and Steyning. This means that we share some staff and resources. Patients are only asked to visit Storrington when one of our additional out of hours GPs feel that they need to be seen face to face. Whilst these doctors work out of the Glebe they are not Storrington staff, they are a shared PCN resource based out of the surgery in Storrington. Similarly the pharmacy team and other health care professionals employed by the PCN can work out of our building and call their patients.

With regards to patients being asked to travel to Storrington for Covid vaccinations earlier in the year, when this programme was first set up it could only be delivered at one site within the PCN. The Glebe kindly stepped up and offered to provide this service for the entire PCN population. We were not in a position in Billingshurst at that time to make this offer as it would have meant that we would have to have provided Covid clinics to the patients of all four surgeries and not just Billingshurst patients. The rules have now changed with regards to booster vaccinations and therefore we are now able to provide them more locally.

Are all the surgery's patients from the local area?

Yes, when a patient moves out of area we are notified and they are sent a letter asking them to register elsewhere.

Errors with text service. Unexplained cancellations.

We would need specific examples in order to investigate this. We are unaware of any large scale issues with the texting service, we are changing the appointment reminders and cancellations soon, but this is not due to any issues just keeping up with the times. However, our systems are still fairly new to us so if you have experienced an issue such as an unexplained cancellation, or are unsure about a text please report it to the surgery so we can investigate it.

These questions were answered as part of the PPGs initiative to get more information out to patients. As such are written in the more informal manor in which the discussions took place. We would also be happy to provide further clarification on these answers, but please be aware this would be discussed at the next PPG meeting so there may be a time delay.