

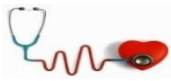
BARRINGTON MEDICAL CENTRE



SUMMER / AUTUMN NEWSLETTER 2023



Welcome to our Summer 2023 Newsletter. We have given a lot of space in this newsletter to our appointment system. The practice team thought it would be useful to have an idea of how we changed the system last year & the impact it has had. We hope you find this & the other topics useful.



GP working days

Dr Alex Ladha – Mon / Tues / Wed / Fri

Dr Rebecca Heaney – Mon / Wed

Dr Kiran Raza – Tues / Thursday

Dr Simona Juverdeanu – Wed / Thurs / Fri

Dr Khalid Moosa – Mon / Tues / Fri

A full overview of the practice team can be found at <https://www.barringtonmc.co.uk/our-staff>

Seasonal flu – 2023

The flu vaccine is a safe & effective vaccine. It's offered every year via the NHS to help protect people at risk of getting seriously ill from flu. The best time to have the flu vaccine is in the autumn or early winter before flu starts spreading. But you can still get the vaccine later.

To find out if you are eligible for the flu vaccine go to <https://www.barringtonmc.co.uk/covid-19-and-flu-vaccinations-information>

Flu clinics will commence late September, but you will be able to book your appointment at the beginning of September.

Covid Vaccinations – Autumn Booster

We are currently uncertain about the practice arrangements for the covid vaccination; we will update patients on our website as soon as possible with a view to holding joint Covid & flu clinics.

Welcome GP Registrars Dr Ezeoke & Dr Wallia

PROXY APPLICATION SERVICE

Do you need help managing your healthcare? If you & your representative are both patients at the practice, your trusted person can apply to have access to online GP services on your behalf.

You will need an NHS account to access this service, if you do not have one you can create an account here <https://www.nhs.uk/nhs-services/online-services/nhs-login/>

When you have your NHS account go to www.nhs.uk/apply-for-proxy to find more information about the proxy service.



PPG NEWS!

Waiting room decoration

“Sterile & unwelcoming” those were comments by our CQC inspector, this was endorsed by some patients and BMC patient participation group. In response, we are planning a mural on a focus wall in the waiting area which will have a theme of “Altrincham old & new” featuring landmarks, people and environs past & present.

We also hope to have changing displays which will offer opportunities to engage local communities such as schools, clubs and societies. It will take a little planning & applications for funding but we hope to make a start early 2024.

For more information on the project or to volunteer to be part of Barrington’s PPG please contact Gwyn the Practice Manager on admin2.barringtonmc@nhs.net

Patient feedback corner.....

Care is always really good

Dealt with issue seriously and had fast response

Rang at 8am, answered immediately and had an appointment within 2 hours!

Fast, efficient, courteous, and very professional



Our appointment system

In April 2022 BMC moved away from the “ring on the day” process and put in place a care navigation led system to help improve access to appointments to our doctors. Patient feedback has been very positive, benefits have also been felt by the Doctors & Reception team as the 8am rush on most days is over a lot quicker.

Our reception team have been trained in a care navigation process; this means they will know the most appropriate health professional you should see and, using a traffic light system of appointments, in what timeframe to see them. ***This does not mean they offer clinical advice; all medical concerns will be referred on to the practice healthcare team, but they do have the training and skill to work with the patient to address their needs appropriately.***

The result of this change has been that patients are waiting less time on the phone to speak to a receptionist, the request for urgent on the day appointments has greatly reduced and we have been able to make more routine appointments available.

HOW TO CONTACT THE SURGERY

Telephone 0161 928 9621, via the practice website <https://www.barringtonmc.co.uk/contact-us> or via the e-contact link <https://floreya accurx.com/p/P91603>

Physiotherapy appointments, cytology, shingles, or pneumococcal vaccinations can also be booked directly via the NHS app (we are hoping to extend this to routine appointments very soon)

WHAT HAPPENS NEXT?

The receptionist will listen to your needs and may ask you for some basic information regarding your problem, this will enable them to book the best appointment for you.

HOW LONG WILL I WAIT?

Red appointments – These are for urgent appointments that are needed on the day *for example* our elderly patients with fever or vomiting, some mental health conditions, adverse reactions or the youngest of our patients who parents / guardians may need some health advice

Amber appointments – You will be offered an appointment within 3 working days for ailments such as chest infections, swollen limbs, adult vomiting & diarrhoea (if had for 72 hours or more) or breast lumps

Green appointments – These are our routine appointments; we aim to offer you a routine appointment within 2 weeks for other ailments

- *The receptionist will help you with the type of appointment you need, the ailments listed above are not exhaustive*
- *Appointments are either face to face or telephone, this is the patient’s choice*
- *For all appointment types, you may have to wait longer to see a specific doctor, this is due to some GPs having part-time working hours*

Please leave your review & feedback about the practice at <https://q.page/r/CbLHjvSO1SjEBO/review>