

newsletter

Winter 2023

Hello from the PPG

Welcome to Cauldwell Medical Centre (CMC) Patient Participation Group (PPG) first newsletter!

We hope this will provide a snapshot of what is happening at the practice. The PPG is a team of patients at CMC who volunteer their time and support to work with the practice to help develop services that reflect what the patient needs and wants. We are a small group who would like to grow.

Patient members write this newsletter but rely on the surgery to send out texts on their behalf as they have NO ACCESS to patient records.



Phone system

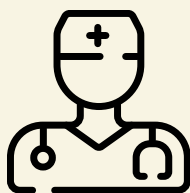
A new automated telephone system was installed a year ago. During busy periods a call back facility is in operation which identifies and holds the patient's position in the queue and calls the patient back when they reach the front of the queue.

A team of trained operators (GP Support Unit) navigate patients to the right service to meet their needs. They are working hard under a lot of pressure. There are over 9,000 patients in the practice.

The practice receives on average 101 calls between 8 am and 10 am every weekday. For non-urgent appointments please avoid phoning at 8 am to help reduce the pressure on the phone system.

eConsult

For non-urgent appointments try using eConsult on the Cauldwell Medical Centre web-site. This gives the Medical Staff all the information they need to ensure every patient gets the appropriate help. You will get a response to your query within 2 working days.



Total Triage

A new Total Triage System on Mondays and Fridays, started on December 4.

How it works:

- Your initial call will be with our patient coordinator team.
- You will receive a call back from a clinician.
- If you need an appointment, a clinician will schedule the right one for you.
- More appointments available on these days.
- Walk-ins, please call first for guidance

For more information about this service visit the practice website www.cauldwellmedicalcentre.com or call 01234 673 710.

We want to thank the 4648 patients who attended their appointment in November. Appointment availability is a scarce resource; if you no longer need an appointment, please take the necessary steps to cancel it. At CMC 225 appointments were not attended in November 2023; this is 49.5 hours of wasted clinical time. Do phone in, access the link provided in your appointment reminder text or cancel online in good time to enable these precious appointments to be offered to others.

Share your thoughts

As a group representing over 9000 patients at Cauldwell we need your help to let us know your own patient experience, what worked well, what could be improved? Together we can work to make a difference.

Send an email to elft.cauldwellmedical-info@nhs.net. If you title your email PPG we will be able to ensure this is discussed with our PPG members.

PPG Activities

PPG members are involved in various groups and activities at the practice. We regularly engage with the practice on wider initiatives, adding a patient voice to continuous improvement.

We helped out at the recent CMC Practice Open day and with an ongoing project around Cervical Screening to improve number of people at the practice taking part.

PPG Membership

The PPG is open to all patients at the practice over the age of 16. We need more patients to join in the conversation to truly reflect everyone's point of view. If you feel you can offer an hour once a month or every other month to meet online, please **visit the PPG page on the practice website** and fill in the registration form and we will be in touch.

A paper copy of this newsletter will be available in the practice.

To all Cauldwell Medical Centre Staff and Patients we wish you

*Merry Festive Season
and a
Happy Healthy New Year*