



RECRUITMENT – #teamPMG

You may see some new faces at some of our sites, in the last 2-3 months we have welcomed some new GPs to team PMG. We also have three more newly qualified GPs starting in the next two months.

We are working hard to reduce the waiting time for a routine appointment and prioritising continuity and non-urgent care as much as we are able to.

We are experiencing extremely high demand for same day urgent appointments, when we have reached capacity patients may be sign posted to community pharmacies or NHS111 where appropriate.

It is challenging navigating the NHS as a patient at the moment, and it can be frustrating feeling like you are going from one service to another and sometimes feeling lost and without answers.

We try our hardest to keep our patients in the loop and let you know where to find answers and information. Keep an eye on the “Latest News” section of our website as well as our facebook page for regular updates about the practice.

If you have any feedback, you can use the “contact us” form on our website to let us know if something hasn’t gone too well... or maybe let us know when something worked really well.

We also want to thank all NHS teams for their tireless hardwork: GP, pharmacy, community and hospital teams all work with different challenges but we are all aiming to do the very best we can for our patients.

PATIENT FEEDBACK FAQS

Why can't I get an appointment when I want one?

- We would really like to be able to give everyone an appointment when they need and want one. Over the past few years we have seen increasing demand for all types of appointment. It is important we prioritise the most in need. This is why we have a waiting list for routine (non-urgent appointments), this ranges from 2-8 weeks depending on a number of factors.
- We use an online triage tool that helps us divide appointment requests in to routine or urgent. Those who have an urgent need are often contacted on the same day. We ask that patients let us know their availability so that we can try and arrange an appointment around your schedule.

Why is there a wait for routine appointments?

- We have experienced very high demand for all types of appointments in the last couple of years. We previously prioritised urgent care and sometimes this would mean routine clinics and appointments were cancelled when there was a surge in urgent demand. We know that both urgent and routine (including follow up) care is really important to our patients. We have now capped our urgent lists to ensure we protect the routine clinics.
- We are working really hard to reduce the waiting time

Why is the waiting room empty?

- We get asked this a lot. We can promise the waiting room is rarely empty. 5+ years ago all appointments were face to face in the surgery. Now we do a mix of telephone and face to face and we are better able to stagger our face to face appointments to avoid patients having to wait too long.
- A job of a GP is much more than seeing patients in surgery - they are often on home visits, doing admin tasks (such as referrals to hospital or following up on results) or supporting the wider clinical team with supervision.

What is the difference between urgent and routine?

- Urgent - this means you have some symptoms that may require input quickly. This could be high levels of pain, bleeding or significant mental health symptoms.
- Routine - these are usually more long term symptoms or symptoms that are less worrying. We know how important it can be to see a familiar clinician and try to offer continuity of care where we can. Routine care is still really important to us, this is the "bread and butter" of general practice. With our recent recruitment we hope to be able to offer more routine appointments in the next few months and reduce the waiting time.
- It is important to note that urgent appointments at the hospital can be anything from 2 weeks to 6 months depending on the speciality. The term urgent doesn't always mean the symptoms have to be addressed straight away.

PATIENT FEEDBACK FAQS

What is the NHS app?

- The NHSapp is quick and free to download. You can see the information from a consultation, your results and request repeat prescriptions any time you like.
- Read more and download it [here](#)

What happens when I have a blood test – will I get told my results?

- You can see your results on the NHSapp, we will let you know if there is anything abnormal or that needs any action such as a follow up appointment or more tests. Assume the results are OK if you do not hear from us. We have a full page on our website about results [here](#).

I was in hospital or been seen in clinic, what happens next?

- It can take a few days or even a few weeks for us to receive a letter from the hospital about an inpatient stay or clinic attendance. If you have any tests arranged by the specialists at the hospital, they will let you know the results (we cannot always see the results on our system).
- If you would like to discuss anything relating to an admission or after you have been seen in clinic, please contact the surgery to request a follow up appointment
- If the hospital have asked us to prescribe something or contact you about something, we will arrange this once the discharge or clinic letter has been processed (this can take up to 28 days).
- We might send you a text or give you a call if we need to let you know that a prescription has been sent or if a follow up appointment is recommended

What is Pharmacy first and why have I been sent to use that service?

- This NHS service was launched in January 2024, pharmacies locally signed up to the scheme and can see patients with seven specific conditions. We are able to refer appropriate patients to this Pharmacy First service. [Read this Healthwatch webpage for more information on the service and how it can help you.](#)

Some September Stats

In September

- Our GP/clinical team completed over 11,440 urgent/routine appointments
- Our MSK practitioner team completed over 700 urgent/routine appointments
- Our practice nurse team completed over 1700 appointments
- Nearly 30,000 prescriptions were issued

#teamPMG staff spotlight: Salaried GP – Dr Jess Norton



I have worked at Priory for the last 4 years as one the team of Salaried GPs. I'm sure most of you have a very good idea of what we get up to most of the day, but just in case I thought a spotlight onto our day would be helpful!

The days normally starts with an all important check in with colleagues, caffeine hit and chat. We then start the hard work with either a routine or urgent clinic, this will involve seeing patients face to face, speaking to them on the phone or communicating via text. Some things can be dealt with easily with a text and photo for example a new rash. Other more complex presentations likely need a face to face –this is normally because the patient needs examining for example listening to their chest. If a patient would like to come and see us face to face we will always try and make this possible whatever the issue.

During the day we are also responsible for managing a steady stream of admin, this involves sorting out messages from patients, letters from specialists, checking blood results, dealing prescription requests, and making referrals. Every GP manages this differently, some of us like to do the admin as we go along whereas others prefer to manage this in one chunk over lunch.

You will often see us heading out over lunch to visit patients who are housebound – we try and reserve home visits for the most vulnerable patients only, we can see about 3-4 patients in the surgery in the time taken to see a patient at home so where possible we will always try and get the patients to come in. We are always grateful to a family member or friend who can help make this possible.

In the afternoon a team of us run the 'duty list' this is for on the day emergencies that come in throughout the day. Some days we reach capacity and cant see everyone, in these cases we try and prioritise the most vulnerable patients, for example under 4 years old or over 80 year olds. If we are at capacitywe might suggest calling 111 or seeing if a pharmacist could help.

It is a very busy varied job and is certainly never boring. One thing I'm sure we all agree on is that we could not do it without the amazing support from all the other Priory teams.

