

## **WEST KENT Health and Care Partnership**

Working together to benefit the people of West Kent. West Kent HCP contains representation from different health and social care providers including the acute trust, community trusts, mental health trusts, primary care and social care to plan and deliver improved services to the West Kent population.

The HCP's priorities are looking into where to focus the systems efforts, developing ways of working and strategies on how the health and social care partners in the area can best work together to support people of West Kent to live healthier lives. The HCP went live in April 2021.

## **Sevenoaks Urgent Treatment Centre (UTC) (8am-8pm every day)**

We are anxious to promote the use of the Urgent Treatment Centre (formerly Minor Injuries Unit) at Sevenoaks Hospital that operates 8am-8pm, 7 days a week, 365 days a year. Urgent Treatment Centre's provide access to doctors and other medical staff for those over the age of one with minor injuries or illnesses and can be a good option for those who need to be seen quickly but are unable to get a GP appointment. You can seek treatment for a variety of complaints at UTCs, including, possible fractures, dislocations, sprains and strains, stings, new cuts and wounds, small burns or scalds, minor head injuries, emergency contraception, minor pregnancy issues and more.

It is recommended that you ring 111 in advance to ensure that the UTC is the right service for you and to make an appointment, but you can also walk in and wait. Access is via the main entrance to the hospital and

there is plenty of space in the waiting room. The wait is often relatively short, particularly compared to A&E, and in some cases, doctors can provide medicine (for example antibiotics). The Sevenoaks UTC is open 8am-8pm every day of the year, with X-Ray open Monday-Friday 8.45am-5pm. Reception can be contacted on 01732 470200. Parking is available at the hospital or nearby in the car park off St John's Road. The hospital is located near Bat and Ball, at Hospital Road, Sevenoaks TN13 3PG. This information can also be found via; -

<https://www.kentcht.nhs.uk/location/sevenoaks-hospital/>

## **New Practice phone system**

The Practice has recently installed a new telephone system that will considerably improve your experience when calling the Surgery. As with all new systems there may be some teething issues hopefully, few as the system has already installed at many GP sites so, please be patient, The system will have the following significant features and benefits:

1. Patient Call-back will automatically hold patients place in the queue, after you have called, so you can then hang up and will receive a call back when your place in the queue is reached. This means you will be saving time and money from waiting on the phone.
2. Integration with patient record systems means when you speak to any member of the practice team, your information is to hand, eliminating frustrating delays.
3. It will allow patients to self-serve certain activities without waiting to speak with a receptionist.

## Practice update

As you know, during the Covid pandemic, it was necessary for GP practices to change the way they worked to ensure that everyone was kept safe. Here at Borough Green Surgery, we have always been proud that patients had good access to appointments, and we were keen to ensure that this continued under the new way of working. Although we conduct initial triage on the telephone or online, we always invited patients in for a face-to-face appointment if it was clinically appropriate. Of course, there are some conditions that have to be seen to be properly diagnosed and treated. We continued to see as many as 40 patients a day and dealt with hundreds more on the telephone.

As you may know our phone lines were incredibly busy and our doctors were (and still often are) working 12/13 hour days to keep up with the demand. For this reason, we retained the initial telephone triage system for the majority of appointments. We will continue to retain this system as we believe it is the best option for ensuring that those patients we see face to face are those most appropriate to be seen, therefore providing the most efficient way of dealing with the continued high demand. If you have a strong preference to be seen you can discuss it with the GP during the call.

In addition to the pre-bookable appointments our doctors have 36 telephone appointments for each available doctor on each day and patients who have a legitimately urgent need will still have the opportunity to speak to a doctor (may not be their own doctor) on the same day even when all these appointments are filled.

Our reception staff are trained to help patients to identify the most relevant care. We instruct them to ask patients why they are calling so that they can assist in ensuring the problem is dealt with by the most appropriate professional and that the professional can determine which calls might warrant a speedier response. If all our routine appointments are booked on the day you call you will be offered the next available

routine appointment. If you feel you are unable to wait, you can request an urgent appointment. We do ask patients not to take an urgent appointment slot unless they feel it is something so urgent that you would otherwise have to call 111 or attend A&E.

We now have two Health and Well-being coaches supporting our patients through Lifestyle Coaching and dealing with non-clinical matters.

## Patient contacts and appointments

In April (which was made up of 18 working days) we completed:

- 9233 inbound telephone calls (averaging 513 telephone calls per day)
- 3670 telephone triage appointments.
- 1981 face to face consultations booked (averaging over 100 patients seen per day)
- 92 of those appointments did not attend.
- 45 e-consultations received.

## Blood pressure clinics

The practice has introduced walk in blood pressure clinics on the third Thursday of each month from 1:30 to 4:00pm all are welcome.

## Covid Boosters

These will not be provided at the surgery this time around and eligible patients should call 119 or visit the following link - <https://www.kentandmedway.icb.nhs.uk/your-health/coronavirus/covid19vaccine>

to book their appointment

**Sign up for future newsletters or to join the Patient Participation Group just add:**

**Name and email address in email to**

[bgmp.ppg@nhs.net](mailto:bgmp.ppg@nhs.net)