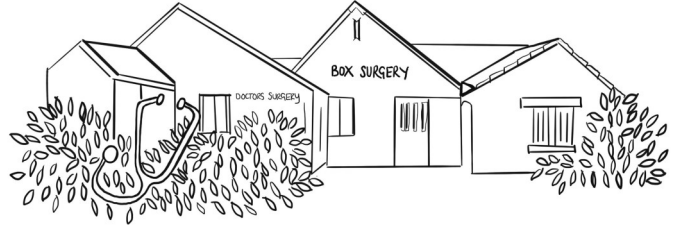


# Box Surgery Newsletter

SUMMER 2024



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## Sun Awareness & Travel Information

As the weather begins to get warmer, sun awareness is important. Please see these links for information on sun awareness:

[Sunscreen and sun safety - NHS \(www.nhs.uk\)](http://www.nhs.uk)

[Heatwave: how to cope in hot weather - NHS \(www.nhs.uk\)](http://www.nhs.uk)

### Staying Healthy in the Heat

- Avoid direct sun
- Stay hydrated
- Take indoor breaks
- Wear lightweight & loose-fitting clothing
- Don't forget sunscreen

## Stay safe and healthy abroad

If you are travelling abroad you may need to be vaccinated. Please make an appointment with the practice nurse to discuss the vaccinations you will need, which will depend on where you are travelling.

It is important to make this initial appointment **at least eight weeks before you travel** so that the vaccines can be ordered. You will need a second appointment to receive the vaccinations. Your second appointment should be at least two weeks before you travel to allow the vaccines to work.

Some travel vaccines are ordered on a private prescription which cost more than the normal prescription charge. This is because not all travel vaccinations are included in the services provided by the NHS.

Please see our website for more information: [Travel health – Box Surgery](#)

## Physician Associates

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Physicians associates are trained medical professionals who work along side doctors and nurses in hospitals and in primary care. They have completed a university degree to do this. At Box as all our appointments are triaged by a GP so the patients that are seen by a PA are chosen as being appropriate for them to see. A GP will always be available for supervising a PA.

## Different Roles in GP Practices

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Please watch this video for information on different roles within GP Practices.

[How your General Practice team can help you | NHS \(youtube.com\)](https://www.youtube.com/watch?v=...)



## Self-Book Appointment Links are Changing

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As of July we will be sending all self-book appointment links to patients directly from our clinical IT system, rather than using Accurx. You will be able to use the same link to book an appointment and change or cancel an appointment without having to contact the surgery again. The link shows you the name and sex of the doctor you are booking with. You may receive appointment links via this new method whilst we are introducing it in June – if you have any feedback, constructive or positive, regarding the new self-book links please let us know.

This does NOT change how you contact us with a medical request, so please continue to use our website or your NHS app to submit medical requests, or call our reception to do so on your behalf if you are unable to. Thank you.

## Self-referrals

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Did you know that there are some free NHS health services you can access without needing an appointment with your GP? This is called self-referral and could help you find the care you need quicker and more easily than going through your surgery. Alternatively, please ask at reception for a referral form.

- Child and Adolescent Mental Health Services (CAMHS)
- CST for People with a Diagnosis of Dementia
- Community Urgent Eyecare Services (CUES)
- Drug & Alcohol Support
- Free Mental Health Support by Text
- Maternity Services
- Mental Health: NHS Talking Therapies
- Minor Injuries Unit (MIU)
- Off the Record Bath and North East Somerset (OTR)
- Perinatal Pelvic Health
- Hospital-based Physiotherapy
- Podiatry
- Sexual Health
- Stop Smoking Service
- Wiltshire Continence Service

For more information on how to self-refer to these services, please visit our website: [Self-Referral Services – Box Surgery](#)

## Upcoming Changes within the Practice

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### Reception Area

Over the next few months, our reception area is going to be changing. We have received a lot of feedback from patients that the front desk can appear “unwelcoming” and we are hoping the new changes will make our reception area welcoming for patients and visitors.

We are currently in the process of deciding what will work best for our staff and patients and will add an update in the next newsletter with regards to the process we are at.

### Staff

You will see some new faces in our reception area and in our clinical team! We have had new receptionists and administrators join our team over the last couple of months; Caroline, Sabina, Ellen, Tabitha and Nicky.

Joining our clinical team we have Louie Parsons, our new Health Care Assistant.

Steve Brown has joined Box Surgery as our interim Practice Manager.

## Statistics

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The waiting room does not always reflect how busy the surgery is. We offer many telephone consultations, with both our nursing team and GPs. Our duty team are always busy dealing with incoming triage requests through Patient Triage and also urgent telephone consultations.

In May 2024...

- We received 1,942 medical requests via Patient Triage and 348 admin requests.
- Reception took 3,132 incoming calls with the average queue time being 3 minutes and 3 seconds.
- Our clinical and reception team combined completed 3,440 outbound calls.
- 4,059 appointments were attended, 1,156 of those appointments being telephone calls.
- Unfortunately 129 people were unable to attend their booked appointments and failed to inform the surgery (this equates to around 22 hours), which reduces our capacity to offer appointments to other patients who need them. Please always inform us if you can no longer make an appointment – thank you .

## Patient Feedback

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After attending for certain appointments in the surgery, you will receive a text message with a link to complete a Family & Friends Test (FFT). This is a contractual requirement that all GP practices undertake and the first two questions are set by NHS England.

If you receive this message, please complete it where possible as this is a great way of obtaining feedback from our patients.

See below for feedback we received in May 2024:

### “What does the surgery do well?”

*Everything! Ease of getting appointments, not huge waiting times, not hanging on for hours on telephone like at our previous surgery. Polite and attentive reception staff*

*The doctors and nurses I have seen have all been really lovely and sympathetic.*

*Very quick response on the questions and enquiries through the nhs app*

*Quick and efficient appointment booking.*

*Always prompt with advice and call backs.*

*Very very impressive surgery. Same day contact with doctor or triage*

*Contact and reply from triage and lovely doctors. We are VERY LUCKY to have such a good surgery compared to others*

*Talk to you and listen.*

*I have always found Box surgery amazing and I have no desire to go elsewhere*

*Personal and caring. Love Box Surgery!!*

