

AccurX FAQ's

Why are we changing the booking system?

Before now, patients would face the '10am scramble' to get through on the phones to book a routine appointment. This made the phone lines extremely busy and once patients got through, they would often find that the clinicians lists were full and asked to call back the next day. It also did not cater to the working population who were unable to call us at 10am. We agreed that this must have been a very discouraging process for patients and therefore the practice had to come up with a new way of working.

The new system has been designed to allow for easier access to our healthcare professionals. Patients can now submit a request from the comfort of their home or before they go to work, between the hours of 7:00am – 10:00am. You can still contact us either by phone in the morning (from 8am) or online via our website www.jubileemedicalpractice.com (online access opens at 7am). There may be occasions when we reach our maximum capacity, that this window will close early.

How do I submit a routine request if I don't have internet access or I am not good with technology?

We appreciate that not everyone will be able to submit a form by themselves, whether that is because of internet

access or patients that struggle with technology. Our Patient Services team will be on hand to help any patient needing support, whether that be explaining how to do it or submitting the form on their behalf. This can be done over the phone or at the front desk. Our team is here to help!

Does this mean I won't ever get to see a doctor?

Absolutely not. Your routine request will be reviewed by our care navigating team and you will either be offered a face to face or telephone appointment, depending on the reason for your appointment. There are many things patients come in to see a GP for, that don't always need to be seen by a GP. We now have an extended workforce of health and care professionals which include Clinical Pharmacists, Mental Health Practitioners, Care Co-ordinator, Social Prescribers, Paramedic, Physician Associate and Practice Nurses working in the practice. We believe these roles are a fundamental asset in being able to provide a good standard of care in modern general practice.

Demand for general practice nationally is exceptionally high and without these additional personnel patients would face long waiting times to be seen. By adding to and diversifying our staff we can significantly improve the care we offer to patients.

What do you mean when you say patients may be signposted to another health service?

As stated above, the practice now has a wide range of health and care professionals working within practice. There are also

many services available which patients can self-refer to such as physiotherapy (for things such as joint/muscular pain), podiatry (foot problems), opticians, local mental health support etc. Community Pharmacies are also working alongside practices to help treat minor illnesses such as coughs, sore throats, rashes, bites, back pain etc. This is done via a direct referral from the practice to one of the local pharmacies. In the near future, they will also be able to treat infections and issue antibiotics.

These services help alleviate pressure on GP appointments so doctors can see those patients with more complex health conditions and ensures you are receiving the **right care**, at the **right time**, by the **right professional**.

Do I need a log in for AccurX?

There is no log in required to submit a request via AccurX. Simply go to our homepage on our website, click on the AccurX tab and answer the questions on the form. You can fill the form in for yourself or on behalf of someone else.

Do I have to state the reason for my appointment?

We encourage all patients to complete the form with as much information as possible to ensure our care navigating team can deal with your request more efficiently. We understand some things may be more sensitive to disclose either on a form or over the phone and our team will help support those patients as best as possible. If we do feel we need further information, we will get in touch with you either by phone or text message.

What happens if the appointment you have offered me is not on a suitable date/time?

We will send you a text confirming the date/time of your appointment (patients without a mobile phone will be contacted by phone). If this is not suitable, there will be an option to respond to the text and let us know a more suitable time. We will always aim to facilitate your request, but there may be times when this is not possible due to doctor availability.

We would like to thank our Patient Participation Group who provide a strong link between patients and the practice and have provided helpful feedback regarding our new booking system. We understand this is a big change not only for our patients but for our staff too, so we appreciate your co-operation as we navigate this new way of working.

Please also remember to be kind and respectful to our staff who are here to help you! Thank you again for your continued support.

The Jubilee Medical Practice