

AWARD WINNING

# LOXWOOD MEDICAL PRACTICE



**AND A HAPPY HEALTHY NEW YEAR -YOUR PARTNER FOR A HEALTHIER FUTURE**

Our staff continue to support the Covid vaccination programme and are deployed to Pulborough Surgery every week. This limits the amount of routine nurse appointments that we have available. We will continue to prioritise our most vulnerable patients and those in urgent, clinical need.

Our medical administration team are highly trained. Some queries do not need to go to a clinician or may need to be directed to another healthcare team for example pharmacist, physiotherapist or counsellors. The doctors have asked the admin team to request information from you for the reason for your call or query. Please be patient with any new members of staff as they learn new skills, they may not be able to give you an instant answer, but will contact you later after seeking advice from a colleague.

We support the government's 'Zero Tolerance' campaign for all Health Service Staff. This states **"NHS staff should be able to come to work without fear of violence, abuse or harassment from patients or their relatives."** We expect that our NHS services will be used responsibly, unacceptable behavior includes persistent or unrealistic demands. Your requests will be met wherever possible and explanations given when they cannot.

We have embraced new technology and can already see the benefits that this has made. A reminder that any routine or non-urgent query or request should be submitted via eConsult first. This is an extremely safe method of communication. Your request, once received, is stored onto your medical record for future reference. The clinician can look through your request and have all the information and answers to hand before they start a consultation, ensuring a thorough consultation in an efficient manner, whether by telephone or face to face. If you have multiple queries please put all of these on your eConsult submission. EConsult can be used for many health queries, requests of a sick note, you can attach photos as well as medical care queries. If you cannot find the topic that fits your query select 'general advice'.

To support smarter working, please add your mobile number to your medical record. We now send vaccination or review invites via text. Please respond as quickly as possible so that we are not contacting you multiple times, as this frees up time for staff to be dealing with other issues. We are also able to send you patient leaflets or links to further information via text.

Our email address is [loxwood.txt@nhs.net](mailto:loxwood.txt@nhs.net) please use this responsibly and is for **non-urgent** queries. For your safety you **CANNOT** use email to request urgent help. You cannot request an appointment, a consultation or GP advice via email. We will not forward emails to a GP or Nurse unless you have been advised to do so by a clinician. Safety is of paramount importance.

***Thank you for your cooperation.***