



## DOCTOR, DOCTOR I HAVE A VIRUS!

A week ago today a ransomware virus struck the world, affecting the systems used in many and varied commercial companies and institutions, including the NHS in England.

The ransomware infected devices rapidly, having Microsoft operating systems, regardless of their age. The headlines highlighted non supported XP operating systems. Whereas in reality the infection also hit up to date systems.

The disruption to the Primary Care sector locally was affected, with diverse results, some practices experienced a low level of inconvenience, whilst others were severely hampered to a great extent. All the practices in the Borough are connected to a central server.

A massive amount of work has taken place behind the scenes, correcting any devices that were in problem, and as you will appreciate detailed testing had to take place before there could be any return to normality.



The good news from our point of view is that as from next Monday 22nd May, you will be able to book 'On the Day' appointments online.

One item that is still to be sorted is the 'check in screen' in reception and inevitably there is an ongoing 'catch up' taking place on the admin front to bring records, letters etc., up to date.

I am sure there are a number of people who would like to meet whoever started all this.

*As you are aware the appointment booking system has been under review for some little time, we are pleased to say this is now finalised and a statement has been issued this week from the Surgery.*



## **APPOINTMENT BOOKING APRIL 2017**

The surgery operates an appointment only booking system.

All Monday appointments are “book on the day”.

Online appointments are available for “book on the day” only.

### **Booking in advance**

Where patients request to see a specific GP we will aim to meet that request if there are appointments available.

If an appointment with a specified GP is not available we will offer an alternative.

If no advance alternative is available patients will be advised to book on the day.

### **Booking on the day**

Our telephone lines are extremely busy at 8am, so our policy is to offer the 1st available appointment (in time order).

If a specific request for either GP or time is requested we will aim to meet that request.

If the GP or time requested is not available we will offer an alternative.

Once our routine appointments for the day are filled we have an emergency ‘sit & wait’ clinic, however this is intended for problems that cannot wait till the next day.

### **Cancelling appointments**

Appointments can be cancelled using the online system, & this includes the option to cancel nurse appointments.

We ask that patients tell us in person, by telephone, or online if they can't make an appointment, as soon as possible, so that the appointment can be used by another patient. This applies whether an appointment is booked in advance, on the day or is for the sit and wait clinic.

*As you will see from the above any advance appointments can be made by telephone or a personal visit to Reception. There is a possibility that patients who are commuters can be accommodated, please contact reception.*

In issue no.9 we highlighted the possibility of practices co-operating with each other to meet the demands of increased use of the Primary Care facilities and seven day services, consultations are ongoing, and we give below an update.

## **Solihull GP Alliance**

The NHS is ever changing and more so recently as it faces increasing pressures on its resources. There is a project currently being worked on known as the Sustainability and Transformation Plan .These are local plans that aim to improve health and care. Produced collaboratively by local NHS organisations and local councils, they set out practical ways for the local NHS to improve NHS services and health outcomes for people in every part of England. For us in Solihull, it will probably mean working more closely with our colleagues in Birmingham. You can find out more here.

There are also pressures on primary care providers, like your local GP surgery to come together into larger groups to help streamline the way in which services are both commissioned and provided. There are a number of ways that this can be done, the main two being surgeries merging together to make one new large practice, or agreeing to work together in an alliance.

This second option means that the GP Practice keeps its own staff and responsibilities for its patients, but that where appropriate and to the benefit of patients, it can work with likeminded practices to deliver services either more efficiently, or new services that would be either difficult or not effective for individual surgeries to offer.

The following practices in Solihull have chosen the second option

**Bernays and Whitehouse Group: Grove Road Surgery, Shirley Medical Centre and Blossomfield Surgery**

**Monkspath Surgery**

**Hobs Moat Medical Centre**

**The Jacey Practice: Dickens Heath and Shirley**

**Dorridge Surgery**

**Hampton Surgery**

**Arden Medical Centre**

**Balsall Common and Meriden Group Practice**

**Richmond Medical Centre, Olton**

**St Margaret's Medical Practice, Olton**

**Haslucks Green Medical Centre**

**Grafton Road Surgery, Solihull Lodge**

Over the coming months, we will give you more information about what ideas and services we might be able to provide for all our patients, please check back

The new collaboration has been called **Solihull GP Alliance** and it is hoped that very shortly, it will have its own website and social media feeds. If you have any queries, questions, or comments or even ideas for new services, please contact the practice manager.

As patients the developments in the coming months will be of great interest to us.

As soon as we receive any further information we will advise you accordingly. Could you let us know if you make any suggestions to the Practice Manager in order that we are kept informed. If you prefer to pass these to us first, we will make sure these are passed on.

Meanwhile.....

We hope your garden is now well watered and please take care.

