



# GPS Healthcare

## General Practice Solihull

### PATIENT NEWSLETTER

We hope that you find the information useful and welcome any suggestions

## IMPORTANT INFORMATION

### Collaboration between Tanworth Lane and Village Surgeries

**Tanworth Lane Surgery, 198 Tanworth Lane, Shirley B90 4DD**

**Village Surgery, Cheswick Way, Cheswick Green, Shirley B90 4JA**

As a result of comments and suggestions following the last patient survey and the comments received on the 'Friends and Family' test cards, GPS Healthcare has worked hard to change the system to improve access for patients. Many patients will be aware that when they wish to book to see a particular GP, that GP is often the "duty doctor" and therefore not available for advanced booking. Our new system reduces the amount of sessions when GPs are the duty doctor and they will therefore be more available for routine problems. Also, having appointments spread throughout the day should make the GPs more accessible to patients who find it difficult to have an appointment that is, for example, mid morning or mid afternoon.

We aim to provide an improved, sustainable, varied and safe service to our patients at both Tanworth Lane and Village Surgeries, GPS Healthcare has decided to change the way of working across these 2 sites. There will be more collaboration and support between the 2 sites giving patients access to a range of appointments and clinicians.

There will be more routine/chronic appointments at Village with mainly pre-bookable appointments. At Tanworth Lane there will be a mix of routine/chronic and Triage/emergency on the day appointments giving more flexibility to patients. Patients will be expected to visit either surgery depending on their needs.

By making these changes we will be able to provide a better more flexible service at both sites for all patients. We will provide better accessibility with more appointments available (more 2, 7 & 14 day pre-bookable appointments). There will be a patient navigation system to ensure everyone sees the correct clinician (Doctor, Advanced Nurse Practitioner, Nurse or HCA) within the practice or can be directed to the correct support whether that is the Pharmacy, Emergency Care Centre, A&E or any other support agency. There will also be a triage system to capture on the day emergencies and again ensure patients receive the correct treatment whether that is with a clinician or with the emergency services.

The changes will also incorporate some early morning, lunch time and evening appointments which will improve accessibility for everyone.

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**Clinicians who will be available to be seen at both sites at various times during the week:**

- **Doctor**
- **Advance Nurse Practitioner**
- **Nurse**
- **HCA**

### **Benefits:**

- **More appointments available**
  - **Appointments earlier in the morning**
  - **Lunchtime appointments**
  - **Seeing the correct clinician**
  - **Choice of sites**
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### **YOUR VOICE MATTERS**

It is very important that our patients are kept informed of any pending changes and that they have the opportunity to be involved throughout the change process. Therefore, please contact either Steph Copland, Site Manager at Village Surgery by email: [villagesurgery@nhs.net](mailto:villagesurgery@nhs.net) or Karen Parkes, Site Manager at Tanworth Lane by email: [tanworthlane.gps@nhs.net](mailto:tanworthlane.gps@nhs.net) if you wish to raise concerns, make suggestions or comment in general about this change.

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### **Patient Accessibility**

We aim to meet all patient communication needs and we want to ensure that all patients can understand the different types of information that we provide. If you require any assistance with communication please let the practice know.

### **Website**

[www.gpshealthcare.co.uk](http://www.gpshealthcare.co.uk) is available to all of our patients. Contact reception to enable your access to:

- **Book and Cancel Appointments**
  - **Order Repeat Prescriptions**
  - **Make enquiries**
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