

Ripley Medical Centre Patient Participation Group

August 2016 Newsletter

As we are all aware the current increasing demand on the sit and wait service is making it unsustainable. This has been made worse with the forthcoming departure of Dr Wood and the current national inability to attract doctors to Primary Care and therefore this practice. With this in mind the morning surgeries will return to appointments only as of **Monday 5th September.**

We have been concerned the sit and wait system has created potential problems for patient safety, in that:

- Doctors are consulting in surgery up to 5.5 hours without a break,
- This leads to delayed home visits to patients who may be seriously ill,
- On return to the surgery they are going straight into their afternoon sessions, again without a break,
- Doctors then do not have time to deal with electronic correspondence, pathology results or referrals before they leave for the day. All of these items are important to direct patient care and safety.

This has caused increasing concern amongst the GPs which has led to present change in the appointment process. The new regime will however enable patients to book appointments up to six weeks in advance for all routine care issues.

On contacting the surgery patients with urgent medical issues will be triaged by the On Call GP. After assessment, the GP will determine how quickly the patient will need to be seen and by whom. This may not necessarily be a doctor.

The current situation as stated above is not unique to this practice but is a national concern as evidenced in the media.