



# Cam & Uley Family Practice

## Newsletter

October 2021

Our last newsletter was some time ago, in the midst of the pandemic, and while the country is beginning to open up once again, we are all still very aware of the impact that COVID-19 can have, especially those who are more vulnerable. Here at CUFPP, we are doing as much as we can to keep our patients, staff and colleagues as safe as we can...



**PLEASE WEAR  
A FACE MASK**

### **MASK WEARING**

NHS guidelines continue to recommend that patients and staff on NHS premises should maintain social distancing (1m+) and mask wearing until further notice and we ask our patients to do so to. If you book a face to face appointment, you will be asked to wear a mask so please make sure to bring one with you though we have plenty of supplies if you forget to bring your own!

### **VACCINATIONS**

We are delighted that 3<sup>rd</sup> and booster vaccinations can now be given. Our local vaccination centre has moved to the South Gloucestershire and Stroud College campus at Berkeley Green on Gloucestershire Science and Technology Park which is close to major transport links, has plenty of on-site parking as well as the bonus of other facilities and a café with a view over the River Severn.

Invitations are being sent out in the same priority order as the first and second doses...please do make sure to book your appointment as soon as you receive your invitation to help us all continue to move back towards normality.



### **KINDNESS AND RESPECT POLICY**



While we are so pleased to be moving away from the constant focus of COVID and being able to provide more of our usual services, we are very disappointed to be experiencing a high volume of rudeness, aggression and disrespect from a small minority of patients contacting both of our surgeries.

We are extremely busy at the moment due to the significant and unprecedented significant demand for GP services that is currently being experienced across the country and all our staff are working as hard as they can to meet this demand.

To encourage a better standard of behaviour, we have launched a new Kindness and Respect Policy to clarify expectations for all patients, staff and visitors. This can be found on our website and at each surgery.

## GETTING THE MOST OUT OF YOUR APPOINTMENT...

Due to the restriction on time during appointments, you will get the most out of it if you come prepared! Here are some top tips on how to help our team help you...

### Booking your Appointment

- ✓ Tell the Receptionist your name straight away so they can bring up your record quickly.
- ✓ Be concise in your description of what you need, e.g. consultation, dressing change, diabetes check, pain in leg, etc.
- ✓ Be prepared to give a more detailed description to the Receptionist; they are instructed by our doctors to guide you to the service most suitable for your needs. This might be with a doctor, nurse, HCA or even not at CUFPA at all (e.g. local minor injuries unit or A&E).
- ✓ Make sure you have your diary to hand before you call or come in to avoid delays, check your availability and note down the appointment time correctly.
- ✓ Turn up on time! Our appointments are so fully booked that there is unfortunately no time to accommodate you if you are late - it is not fair on other patients and will have an ongoing impact throughout the day. You will most likely need to rebook if you are late for any reason.
- ✓ Let us know if you can't make your appointment. A significant amount of precious appointment time is wasted by patients not showing up. Your unused appointment could be given to someone else if we know in advance, even at short notice.



### Telephone Appointments

- You will be allocated a slot for a telephone call rather than a specific time. This means that more patients can be booked to take into account that some calls will be shorter than the 10min allocated to a face to face appointment. Please make sure you are available to answer your phone during this time. The doctor will try to contact you twice during the allocated slot.
- ❖ Make some notes before your appointment to ensure that you are concise in explaining your needs, and to make sure you don't forget anything!

### Face to Face Appointments

- ❖ A consultation appointment for one condition is 10 minutes, some treatment appointments are longer. Please book a double slot or another appointment if you have more than one thing to discuss.
- ❖ Make some notes before your appointment to ensure that you are concise in explaining your needs, and to make sure you don't forget anything!
- ❖ If you think your condition may need to be examined, e.g. pain in abdomen, rash on leg, please make sure that you are wearing clothing that can be easily removed to save time.

