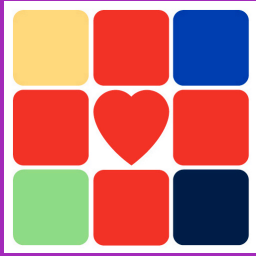


# Charnock Health Newsletter



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## Charnock Health Primary Care Centre

Welcome to our regular newsletter, now available online as well as in surgery.

### Missed appointments at Charnock Health



*We know from the results of our patient questionnaire earlier this year that being able to get the appointment you want is important to you. As a result of this years survey we have made a number of changes to the way we work to try and provide more choice and availability of appointments.*

#### **We are continuing to do the things that you tell us work well.**

*We have maintained our advance booking system for those of you who like to arrange a planned review in plenty of time. We also continue to use our telephone callback system to make sure that if all todays appointments are taken we can still arrange for a doctor call you, find out more about your problem and offer advice and an urgent appointment if necessary.*

#### **We are doing some new things to try and help you.**

*We are putting training in place to extended the roles of our phlebotomists and clinical assistants so that they can help us to do a wider range of tests and procedures on your behalf. This allows us to free up more appointments with our nurses and nurse practitioner who are able to do health checks, medicine reviews, annual reviews and see people with minor ailments. In turn this means that more appointments are now free with our doctors to help you with any more serious and complex problems you may have. We found that when doctors were on annual leave it soon became easy to run out of appointments, so we now have more surgeries where locum doctors join us to help out at busy times.*

#### **We need to be sure that appointments are not wasted.**

*We have been checking our appointment books for the last six months and found that a total of **487** appointments were missed when patients failed to turn up and did not cancel their appointments. Over a year this would represent over **one hundred and sixty hours** of medical time wasted! Almost a **thousand** extra appointment would have been available!*

#### **How can we solve this problem?**

*We need to know why so many appointments are being missed. To help find this out we will be writing to people who miss their appointments and asking them why this is. We know that sometimes there is a serious reason why this happens, but feel that this may not always be the case. We can use the information that we get from this study to find ways of reducing the number of wasted appointments and allow them to be used by people who need to be seen and are prepared to keep their appointment.*

#### **Why might I need to cancel my appointment?**

*Your problem may have got better*

•

*You may have already been seen for the same problem*

•

*You may have to do something more important on that day*

•

**Let us know as soon as possible**

*.....but even if you leave it to the last minute we may still be able to offer your appointment to someone else!*

### Important!

**Please make sure that you let us know as soon as possible if you need to cancel your appointment**

### What sort of information will we be asking for?

We will need to work out if we can improve our appointment booking system to help people to keep their appointments with us.

From our computer records we will already have details of the time and date the appointment was booked. We need to ask about who booked the appointment, if the details were correctly noted and if anything happened on the day of the appointment to prevent you from getting to surgery.

This information may help us to make improvements to our booking system to reduce the number of missed appointments.