

STATEMENT FROM THE HAGLEY SURGERY PARTNERS

Improving Patient access to our Clinicians

Hagley Surgery has seen rapid growth in patient numbers in recent times, expanding from about 6500 patients in 2015 up to 8400 patients as of today. This large influx is a result of new building developments around Hagley and also due to the closure of Norton practice due to lack of available GPs to take it over.

We recognise that this influx of patients has brought inevitable consequences of reduced appointment availability and pressures on our Practice. Over the last couple of years we have responded to these challenges by expanding our team to meet patient demand including; employing an Advanced Nurse Practitioner and a clinical Pharmacist. We also split each GP day into three surgeries instead of the traditional two.

However, Despite increasing our face-to-face appointments by 17% last year, feedback from our recent patient survey shows only 58% of our patients are satisfied with appointment availability so we do recognise and acknowledge that we can make further improvements to our appointment system to enable patients to have better access.

Therefore, we are making improvements for our patients in the following ways;

GP appointment length

Starting on 14 October 2019 Hagley Surgery is going to create more appointments by changing the appointment length to 10 minutes rather than 15 minutes. The success or otherwise depends on patients understanding the new 10-minute appointment, and we do ask that our patients fully engage as this change will enable more patients to have contact with us in a timely manner.

Care Navigation

Our staff have received intensive training in Care Navigation and they will help you to access the care you need as quickly as possible. A large number of patients that book to see a GP could in fact have their problem dealt with more quickly and efficiently by another member of our healthcare team. The Care Navigators can directly book you with our Advanced Nurse Practitioner, or our Pharmacist or Nurse, as well as being able to book you with the GP.

Wyre Forest Health Partnership

Bewdley Medical Centre, Church Street Surgery, Hagley Surgery,
Kidderminster Medical Centre, Stourport Health Centre & York House Medical Centre





Doctors' appointments will be either face to face or by telephone and may be booked up to a maximum of two weeks in advance or on the day.

We ask that you give our Care Navigators as much information as possible so they can book you an appropriate appointment; from the information that you provide.

Ask My GP

Patients can use our new online facility to contact us. It's available 24/7 - we respond in working hours, 8am to 5.30 pm Monday to Friday. All our registered patients are welcome to use it, and as a parent or carer you can use AskmyGP on behalf of a patient. Please see our website www.hagleysurgery.co.uk or ask at reception for further details.

We hope that all the new improvements we are making enable our patients to access healthcare in a timely manner and we welcome patient feedback.

We will of course monitor the success of these changes.

Our staff and clinicians are all working really hard to provide the best service we can and we thank you for your cooperation.

Dr D Richards, Dr L Evans and Dr M Ahmed

Hagley Surgery October 2019

Wyre Forest Health Partnership
Bewdley Medical Centre, Church Street Surgery, Hagley Surgery,
Kidderminster Medical Centre, Stourport Health Centre & York House Medical Centre



Care - Commitment - Integrity