

Accessing our services:

We operate a total triage system, the clinician contacting you will decide if a face-to-face appointment is required and who the appointment will be with – KLINIK is our new online consultation service – you can access it via our website www.portisaacpractice.co.uk

KliniK makes contacting your surgery quick and easy. Patients can now get online access to clinical services, providing the same service as we deliver via phone, but quicker. KliniK access online consultation solution means you can submit any medical query, at a time when that suits you.

The online service helps you to:

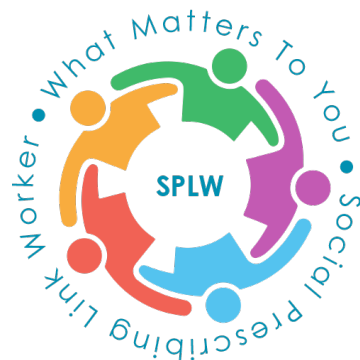
- contact your surgery if you feel unwell
- get help and advice by text, phone call or face to face
- request a sick note

Benefits of online service:

- easier and quicker than calling the surgery
 - reduces waiting times and faster access to the right treatment
 - safe and secure
 - works on all your devices – your phone, tablet, laptop or desktop computer
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Social Prescribing:

Ask for a referral to our health and wellbeing and social prescribing team, for support with the following:



- Debt, money and housing
- Condition self-management
- Access to local walking and physical activity groups
- Signposting to community groups and volunteering activity
- Mental health and wellbeing support
- Wellbeing support for carers
- Structure in your week and combatting social isolation

One to one and community based support is available, focused on working with you to create a personalised plan giving you choice in terms of your treatment and health outcomes.

Dispensing Services:

Repeat Prescription Requests:

- Drop off Monday am/pm- collect Friday am/pm
- Drop off Tuesday am/pm- collect next Monday am/pm
- Drop off Wednesday am/pm- collect next Tuesday am/pm
- Drop off Thursday am/pm- collect next Wednesday am/pm
- Drop off Friday am/pm- collect next Thursday am/pm
- We will still require at least 4 working days for patients who collect from our village collection points.
- St Kew surgery remains closed
- Please continue to allow an extra day for Bank Holidays, please also bear in mind we are currently experiencing some stock shortages



Managed Repeat Service:

- The dispensary are now offering a Managed Repeat Service. This means there will be no need to order your repeat medications.
 - Please ask at the dispensary for details.
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Advanced Clinical Practitioners (ACPs)

The Primary Care service (eg GP surgeries) has been undergoing change and modernisation over several years. The purpose of the changes is to enable the safe and effective sharing of skills across traditional roles in order to improve and deliver timely care.

You may be given an appointment with an Advanced Clinical Practitioner (ACP). ACP's are clinicians who come from a range of professional backgrounds such as nursing and paramedic practice.

In order to fulfil the ACP role the experienced professional has been educated and assessed to Master's level and will have developed skills and knowledge to allow them to take on the expanded roles. Their training enables them to see patients with undiagnosed conditions, they will assess, investigate, diagnose and treat a range of conditions, this includes prescribing any medicines.

Telephone System – Advanced Warning

We have been aware for a while that our telephone system is not fit for purpose with the increase in demand we are experiencing, we are therefore changing to a new system in August (approximately 12th August). We would be very grateful if patients could be patient whilst we all learn a new system which is very much different from our current basic one.



We are hoping with the increase in functionality we will be in a position to offer an enhanced telephone service in the near future (once we have mastered it).