



Triage Guide for our Admin Team

In our Summer newsletter we introduced our new Triage Guide for our Admin team, we talked about the number of alternative options available to patients who are requesting a GP appointment gradually increasing and how more and more services have fully qualified staff who can see and treat conditions that, in the past, were only treatable by your GP in the first instance. This is an amazing asset to Primary Care where demand for GP appointments greatly outweighs capacity.



We developed the Arlington Road tailored Triage Guide which is recommended by our own GP's here at the Practice to ensure that our admin team have the resources at their fingertips to guide and direct patients to the right clinician/service when they request a GP appointment. It may be that another clinician at Arlington Road, other than a GP, is recommended or a third party service, such as pharmacy.

To encourage further use by our admin team and acceptance by our patients, thus ensuring consistency, we have now developed a script for our admin team, so you may notice that your call is handled slightly differently from the outset. After the initial greeting, our team will ask for the patient's full name and date of birth. Our follow up question will be to ask you the reason for your call today, our admin team will then use the information you give them about your condition to ensure you see or speak to the most appropriate in house clinician or third party service.

Please do respect our admin staff when they are asking for information about your condition, this is at the request of our doctors and they have been trained to do this to ensure you see the right person first and make the best use of the GP appointments available to them.



Practice Transformation Project

The Practice has been fortunate to secure a Transformation Grant that enables us to convert some of our ground floor office space into two additional clinical rooms.

It is anticipated that the main part of the work will be carried out during November and December. As the area that is being converted is on the left hand side as you enter the surgery behind reception, there will be times when you will experience some construction related noise whilst visiting this Surgery and we apologise for this in advance. Our project team will work very closely with the builders and their contractors to keep patient disruption to the absolute minimum.

Getting through on the telephone

Patients quite often comment to us that we 'never answer the phones' or 'it takes so long to get through to you' or 'how can all of the appointments be gone already' which can be quite disheartening for our admin staff to hear when they are working as efficiently as possible to get through our incoming calls.

We thought it might be of interest to patients to view data from our quarterly telephone audit so far this year. This is an audit where we look at the telephone data from the middle week of each quarter. Hopefully seeing first-hand the number of calls we take will help patients to appreciate that we are indeed answering the phones, the sheer volume of calls we are dealing with and therefore the numbers of appointments we book in a very short space of time.

Thank you all for your patience.

The table to the right clearly shows:

¹The number of calls we have taken 08:30-9:00

²The average time callers waited in the queue to be answered

³The total time our call handlers spent answering calls combined during that half hour

⁴The number of calls we answered in the whole day

⁵The percentage of our total daily calls that were answered in the first half hour of the day



Incoming calls between 08:30-09:00 WC 17th February					
	1 No. of Answered Calls between 08:30 - 09:00	2 Average answer time hh:mm:ss	3 Total talk time hh:mm:ss	4 No. of Answered calls throughout the whole day	5 Percentage of calls answered in the first half hour of the day
MON	111	00:13:31	03:33:00	364	30%
TUES	86	00:02:09	03:04:00	280	31%
WED	95	00:01:49	02:55:00	294	32%
THURS	76	00:01:52	02:21:00	264	29%
FRI	87	00:01:52	02:42:00	276	32%
Incoming calls between 08:30-09:00 WC 12th May					
	No. of Answered Calls between 08:30 - 09:00	Average answer time hh:mm:ss	Total talk time hh:mm:ss	No. of Answered calls throughout the whole day	Percentage of calls answered in the first half hour of the day
MON	111	00:09:50	03:51:00	339	33%
TUES	75	00:05:26	02:07:00	276	27%
WED	97	00:05:11	03:29:00	285	34%
THURS	87	00:05:02	02:52:00	255	34%
FRI	91	00:04:39	02:41:00	289	31%
	No. of Answered Calls between 08:30 - 09:00	Average answer time hh:mm:ss	Total talk time hh:mm:ss	No. of Answered calls throughout the whole day	Percentage of calls answered in the first half hour of the day
MON	97	00:14:00	03:41:00	305	32%
TUES	91	00:08:39	02:53:00	290	31%
WED	84	00:05:06	02:48:00	244	34%
THURS	88	00:10:33	03:00:00	250	35%
FRI	85	00:10:57	03:21:00	267	32%



- Values at the Practice

Please be respectful to all of our staff. Our admin team have a very challenging job to do and do their best to help each individual with the resources they have available to them.

We realise that when patients are unwell they can feel very frustrated at not being able to get the exact outcome they were hoping for but this is not the fault of our admin team and we will not tolerate them being shouted or sworn at.

Our calls are recorded and any instances of aggressive behaviour will be reported to management, who will listen to the recording and act accordingly. In cases of severe or persistent abuse, violence or aggressive behaviour, which does not improve with written warnings, patients may be removed from the Practice list.

Dr Frisby's Sabbatical

Dr Frisby is taking a sabbatical for 3 months from 1st November 2025. His patients will be looked after by the rest of the Practice team in his absence. Nurse Berni will be holding additional diabetic clinics to ensure all diabetic annual reviews continue to be carried out.

We wish Dr Frisby a well-earned, relaxing break.

Winter Pressures

We have already started to see an increase in demand with cases of Flu and Covid on the rise. We encourage all patients who are eligible for the vaccinations to take up this opportunity. For management of the symptoms of seasonal illness please consider contacting your local pharmacy.



Flu Vaccinations

Invitations have been sent to all eligible patients to book a flu vaccination for the 2025/26 Flu Season. There are still vaccination appointments available, please call the Practice to book your appointment if you have not already done so. If you are unable to attend the appointment times we have on offer, you can book an appointment at any pharmacy.

Eligibility Criteria for 2025/26:

- Patients aged 65+
- Residents of long-stay care homes
- Carers receiving carer's allowance or who are the main carer for an elderly/disabled person
- Close contacts of immunocompromised individuals

- Patients aged 18-64 years in clinical risk groups, including:
 - ♦ Chronic respiratory disease (eg. asthma on steroid inhalers, COPD, emphysema, cystic fibrosis, bronchiectasis)
 - ♦ Chronic heart disease, kidney, liver or neurological disease (eg. stroke, TIA, cerebral palsy, down's syndrome, multiple sclerosis, parkinson's, motor neurone disease)
 - ♦ Diabetes
 - ♦ Immunosuppression (due to disease or treatment, including chemotherapy, radiotherapy, HIV)
 - ♦ Asplenia
 - ♦ Morbid obesity
- Pregnant women
- Children aged 2 or 3 years on 31.08.2025 (Fluenz Nasal Spray)
- Primary school-aged children (Reception to Year 6 – vaccinated by School Nurse Team)
- Secondary school-aged children (Years 7-11 – vaccinated by School Nurse Team)
- Children aged 2 to under 18 years in clinical at risk groups (Fluenz nasal spray), children between 6 months and 2 years will be offered an inactivated flu vaccination (injection)

Patients who are not eligible for an NHS vaccination can pay for a private vaccination at a pharmacy. Housebound patients will be visited by South Downs Health & Care.

Covid Vaccinations

The Covid Vaccination campaign is managed by South Downs Health and Care, we do not hold any Covid vaccine here at the Practice. The eligibility criteria for the Autumn Booster is as follows:

- **Age:** Adults aged 75 and over.
- **Care Home Residents:** Individuals living in care homes for older adults.
- **Immunocompromised Individuals:** People aged 6 months and over who have a weakened immune system. This includes conditions such as:
 - ♦ Organ, bone marrow, or stem cell transplant patients.
 - ♦ Those undergoing chemotherapy or radiotherapy.
 - ♦ People with a history of certain cancers, like chronic leukaemia or lymphoma.
 - ♦ Individuals with genetic disorders affecting the immune system.
 - ♦ People on long-term treatment with systemic steroids or receiving immunosuppressive therapy.
 - ♦ Those living with HIV.

Eligible patients can book via the National Booking Service by visiting <https://www.nhs.uk/nhs-services/vaccination-and-booking-services/book-covid-19-vaccination/> or by calling 119.

They can make general enquiries about the vaccination by emailing sdhc.vaccinations@nhs.net.

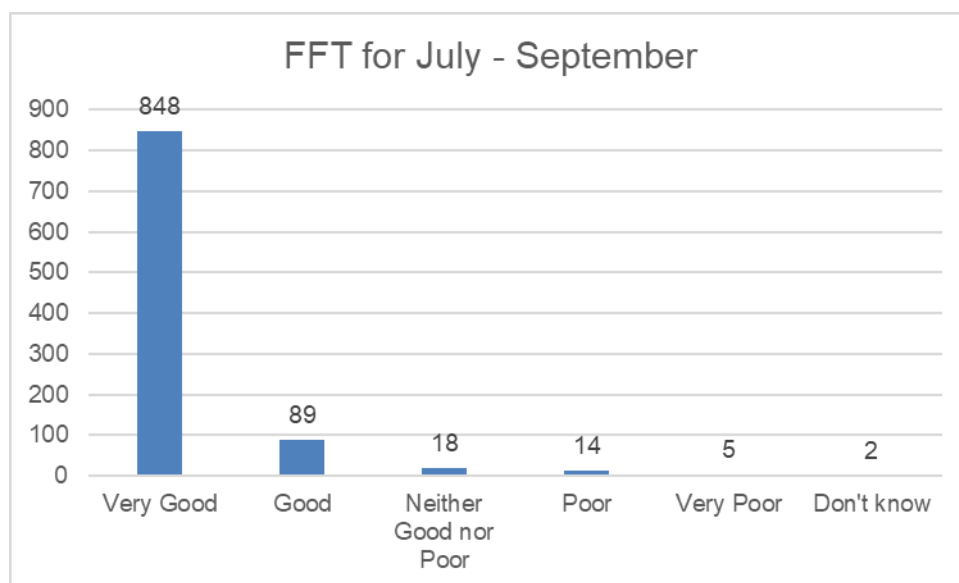
Housebound patients – Any patient who has been coded as Housebound on their GP record will be contacted by a member of the SDHC vaccination team by telephone and they will arrange to visit the patient at home.

Friends and Family Feedback

Thank you to everyone who has completed a Friends and Family Test (FFT) Survey recently. Patients who are signed up to receive appointment reminders will receive an SMS following their appointment giving them the opportunity to complete the survey. Alternatively, this can be completed online via our [website](#), or we have paper copies of the survey at reception which can be posted in our Friends and Family Box in Waiting Area A.

The FFT is a valuable tool to enable us to see when we are getting things right and equally highlights areas where improvement is needed. We read all of your comments every month and take your suggestions seriously. The high percentage of positive comments are greatly uplifting for the team. 97% of patients completing the survey throughout July – September rated us as either Very Good or Good.

Our combined results for July 2025 – September 2025 are as follows:-



To give you an idea of how representative the survey is, it was completed voluntarily by 976 patients in three months. You can complete the survey at any time via our [website](#), patients who have opted for appointment reminders, will receive a text message after their appointment giving them the opportunity to complete the survey.



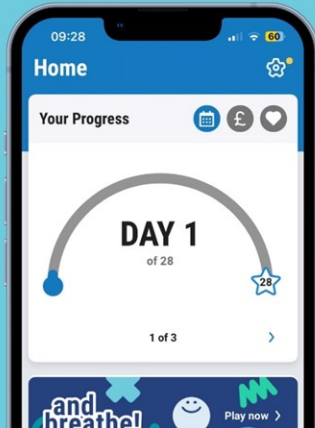
STOP TOBER

NHS

WITH YOU AT EVERY STEP

Download the free NHS Quit Smoking app to track your progress and savings.

Let's quit smoking together



It's never too late to stop smoking and many health benefits will happen faster than you think.

Here's what can happen after your last cigarette...

After 20 minutes...



Your pulse is already returning to normal.

After 8 hours...



Your oxygen levels are recovering and the harmful carbon monoxide in your body has halved.

After 48 hours...



All carbon monoxide is flushed out. Your lungs are clearing out mucus and your senses of taste and smell are improving.

After 3 to 9 months...



Your lungs are working 10% better so less coughing and wheezing.

After 2 to 12 weeks...



Your blood is pumping to your heart and muscles better thanks to improved circulation.

After 72 hours...



Breathing feels easier and best of all you're feeling more energetic.

After 1 year...



Your risk of a heart attack has halved compared to a smoker.

After 10 years...



Your risk of death from lung cancer has halved.

After 15 years...



Your risk of heart attack is now the same as someone who has never smoked.