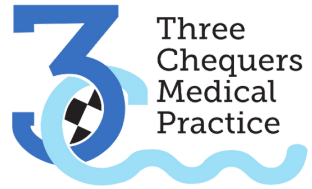


Three
Chequers
Medical
Practice

June
2023



Three
Chequers
Medical
Practice

THE PRACTICE INSIDER

New Telephone System - July 2023

The practice is delighted to announce that we will soon be introducing a *new telephone system*. This new telephone system has a host of features to improve convenience and the patient experience for anyone contacting the practice.



Our new provider is called *babblevoice* and is an award-winning telephone provider with a service that is purpose-built for General Practice.



One of the most exciting features of this new system is the "call-back" option; which allows patients who are on hold to the surgery to keep their place in the queue and receive a call-back when they get to the front of the queue. This means you will be able to call us, opt for a call-back, and then continue whatever you were doing; you will get an automatic call-back from one of our telephonists.

No more putting your day on hold to talk to us!

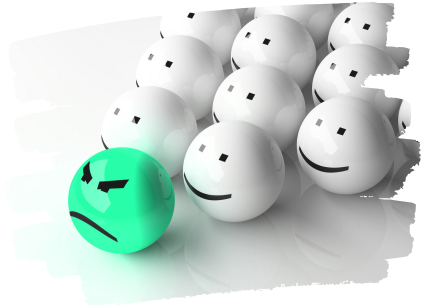
There are many more exciting features that will be available shortly after the new system goes live, such as an appointment management module, which will allow you to answer a small set of simple questions to direct you to the best service or clinical team for your issue, and book, re-book or cancel appointments all without speaking to someone! You are by no means obligated to use this module, but using it will reduce waiting times for others who cannot, or prefer not, to use it.

We are working hard to ensure that there is a seamless transition between the old, and new, telephone systems and that there will be no interruption to any service you receive.

Kindness and Respect

Incidences of abusive behaviour towards healthcare staff are on the rise...

You may not be aware that healthcare staff are among the most verbally abused and threatened employees outside of the "Security" industry.



We are sure you know about the strain that the NHS is experiencing from chronic under-funding and widespread staff shortages.

It is hardly surprising that staff shortages are an issue when you know that NHS staff are subjected to abuse, of one form or another, on a daily basis. This pattern of abuse towards staff makes retaining staff exceptionally difficult, and recruiting them even harder.

Please remember, that the person at the end of the phone or across the desk from you, is trying their best to help you; they are working within the limitations of an exceptionally difficult, national situation. They are *very rarely* the cause of the issue you are experiencing.

Therefore, we ask all of our patients to treat our staff with kindness and the respect that they deserve.

Practice Participation Group (PPG)

After a long absence (due to the Pandemic), the Three Chequers Medical Practice PPG has recommenced.

The PPG is a group of patients who have the chance to feed-back on new practice initiatives and can share their reflections on where the practice can improve the service that we provide to patients. The PPG is currently full, but if you would like to be considered for future vacancies, please email your name and date of birth, stating you are interested in being a member of the PPG; send your email to:

three.chequers@nhs.net

Reception Email Address Change

We would like to make patients aware the the email address for reception enquiries will is now:

bswicb.3chequers.reception@nhs.net

All emails sent to the previous email address (r.3chequers@nhs.net) will be forwarded to the new address until 30 June 2023, at which point that account will cease to function.

th

Travel Clinics

Please be aware that, if you need vaccinations for any upcoming travel, these usually need to be completed around **6 weeks prior to you travelling**.

You will also need to speak to our travel vaccinations Nurse to discuss the requirements, prior to booking an appointment for the vaccinations.

These clinics are held monthly and are exceptionally busy; we recommend you contact us **at least 16 weeks before** your departure date to start this process.

Travel vaccinations are not provided by the NHS and are subject to charges, payable in advance.

Partnership Changes

We would like to inform you that **Dr Jeremy Howell** has stepped down from his role as the Managing GP Partner of Three Chequers Medical Practice.

Dr Howell had been in this role since 2017, when Three Chequers was formed. and has done a magnificent job leading the practice, first through the merge (of Endless Street, Three Swans & St Ann Street surgeries), and then through the COVID-19 Pandemic.

Dr Howell will continue with the Surgery as a GP Partner and a key part of the clinical team.



Dr Jeremy Howell



Dr Craig Kyte

We are delighted to announce that **Dr Craig Kyte** is the new Managing GP Partner for Three Chequers Medical Practice.

Dr Kyte will be a familiar face to many of our patients, having been a GP Partner of Three Swans, and subsequently Three Chequers, since 2011