

AINTREE PARK GROUP PRACTICE FREQUENTLY ASKED QUESTIONS

As a very busy practice patients often have some common issues. We hope that the following may help.

Q

If I am unable to attend for an appointment on a Tuesday evening after 6.30 or Saturday morning why can't I get through on the phones to advise? Couldn't my appointment slot then be used by other patients?

A

Our phones are transferred to the out of hour's service from 6.30 each night to ensure availability of a GP service for emergencies. This applies all over the weekend until 8.00 on Monday morning.

We appreciate that many patients would like to let us know that they are unable to attend but we are unable to facilitate this. If cancellations are only occurring after 6.30 on a Tues or after 6.30 on a Friday, for Saturday appointment, we would be unable to fill these appointment slots anyway as it would by then be too late.

Q

Why can't I get my bloods taken in the practice? I am aware that this facility is available to other patients

A

The service for bloods (phlebotomy) is delivered by community clinics and is not the responsibility of General Practice. However we understand that some of our patients find it difficult to get to community clinics because of age and mobility issues. We have always tried to accommodate these patients when we can. We have also recently extended this service to patients with some types of long term conditions. One of our staff members has been trained to take bloods and we are able to do more in house. However we are still limited in capacity to provide this service. It has also been difficult as the courier service, which collect the blood samples, visit both sites by approx. 12.30. This has meant that we only have mornings to take blood as it must reach the labs at Aintree within a reasonable time.

We have lobbied the service for some time and have now been able to arrange an additional collection at our Moss Lane site WHICH MAY HELP US TO FURTHER EXTEND THE SERVICE. However even with this we would be unable to offer this to all patients

Q

I used to be able to see the chiropodist at Oriel Drive but can no longer do this

A

Chiropody has always been supplied by the community service. This was sometimes delivered by chiropodists attending GP practices. This arrangement existed at our Oriel Drive site but had to be suspended when the new building was commenced and we moved into temporary portacabin accommodation as there was insufficient room. During the rebuild process the chiropody service made changes and withdrew attendance at GP practices and focussed instead on community clinics. We appreciate that this inconvenienced some of our patients but unfortunately was something outside of our control.

Q

Text messages to remind patients of appointments do not specify what site the appointment is at.

A

We introduced this facility a few years ago as a local initiative. There are issues with the system being able to identify specific sites and we do advise all of our staff to ensure that they make it clear to patients which site the appointment is at. This is important if they are to attend other than their normal site. We will continue to monitor this service and seek improvements as they become available.