

Patient information: Accessing our services

Appointment System

We have just under 8000 patients to care for. To help us manage this safely we ask that any patient wishing to be reviewed by one of our practitioners contacts the surgery Monday to Friday. Please note: after 11am urgent/same day matters will be passed to a GP for clinical review of its urgency and actioned appropriately.

We action the majority of patients' requests and enquiries the same day and all requests within 3 days. You will receive a response from us on the day of your request advising who will make contact and when.

Consultation Types

We recognise that patients and ourselves all have busy lives, we offer 4 types of consultation to best suit both the clinician and patient.

- Face to Face
- Telephone
- Video Call
- Online

Our most popular method as chosen by our patients is a face to face, we have therefore increased our face-to-face capacity and approximately 65% of our appointments are now Face to face.

FAQ

How can I request an appointment?

That is entirely up to you, we offer a range of different ways in which you can submit your requests. Many of our patients get in touch through our online forms, which can be accessed whenever and wherever you are! In addition, we have our phone line in operation between 8am and 6:30pm each day. Finally, you are most welcome to come into surgery, our desk is manned all day.

Online: <https://www.ssphealth.com/>

By Phone: 01942 557741 (our lines are very busy, especially between 8am and 10am)

In person: Doctors Reception, Claire House (first desk on left), Wigan, WN3 4NW.

How quickly will I be seen?

We are really pleased to say you won't be waiting very long at all! Our reception staff have all attended care navigation training to get you to the correct person for your problem, in the quickest time possible; all requests for appointments or treatment will be dealt with within a two-week period. This may be the suggestion of an alternative provider, such as the pharmacy, if this is deemed the most appropriate option based on the information you provide. Whilst most patients like our quick turnaround there are times in which you will not wish to be treated so soon and that's okay too; just pop the timeframe you have in mind within your request, and you are able to pre-book an appointment up to 6 weeks in advance.

What type of consultation will I attend?

To ensure we are providing the best care, we offer telephone, video, online and face to face appointments. We have found young adults and patients who work often prefer telephone as it saves them time, however this isn't always the case, and we know that not everything can be easily dealt with over the phone. To accommodate this, we have face to face appointments which are available to book each morning as well as pre-bookable appointments for reviews or less urgent matters. We can never guarantee being able to safely offer the most convenient option, we have to triage and decide what is best based on each situation.

Why do reception 'triage' my request, or ask what my appointment is for?

We triage requests to ensure that we safely deal with all patient requests in clinical priority order, we also try very hard to ensure continuity of care is offered and you are seen by the most appropriate person for your ailment. All requests throughout the day are clinically reviewed, and any deemed urgent matters are dealt with the same day.

Why can't I just see my GP?

We have a huge clinical team with such a vast and growing workforce that we need to be able to signpost you to the most appropriate clinician who is best qualified to see to your needs – **this is not necessarily going to be a GP in the first instance.** Overall, this ensures we run an effective system and our patients' number one request is to be seen and treated quickly. With the additional workforce team in place, we are now able deal with most patients within 72hrs!

Hints and tips for a smooth transition!

- Submit your request to us before 11am
- The phones will be really busy between 8 and 10am, if you're wanting anything other than an appointment please telephone outside of those times
- If you have a diagnosed Disease we will invite you each year for a full review, this is always in line with your birth month
- We suggest booking any nurse appointments a few weeks in advance, as these do get booked up very quickly.
- If your results are normal, we won't contact you (you are very welcome to contact us to check this, or check them online yourself if you have this function)
- You can order medication 24hrs a day with an online account, reception staff can set this up for you. Alternatively can be face to face at reception, or via the pharmacy. Only housebound patients can order medication via the telephone, except in exceptional circumstances.
- Medication requests can take up to 72 working hours to be processed. The pharmacy can also take up 48 hours for your medication to be ready for collection. Please ensure you allow enough time for this when ordering.
- Above all please be kind we are doing our best 😊