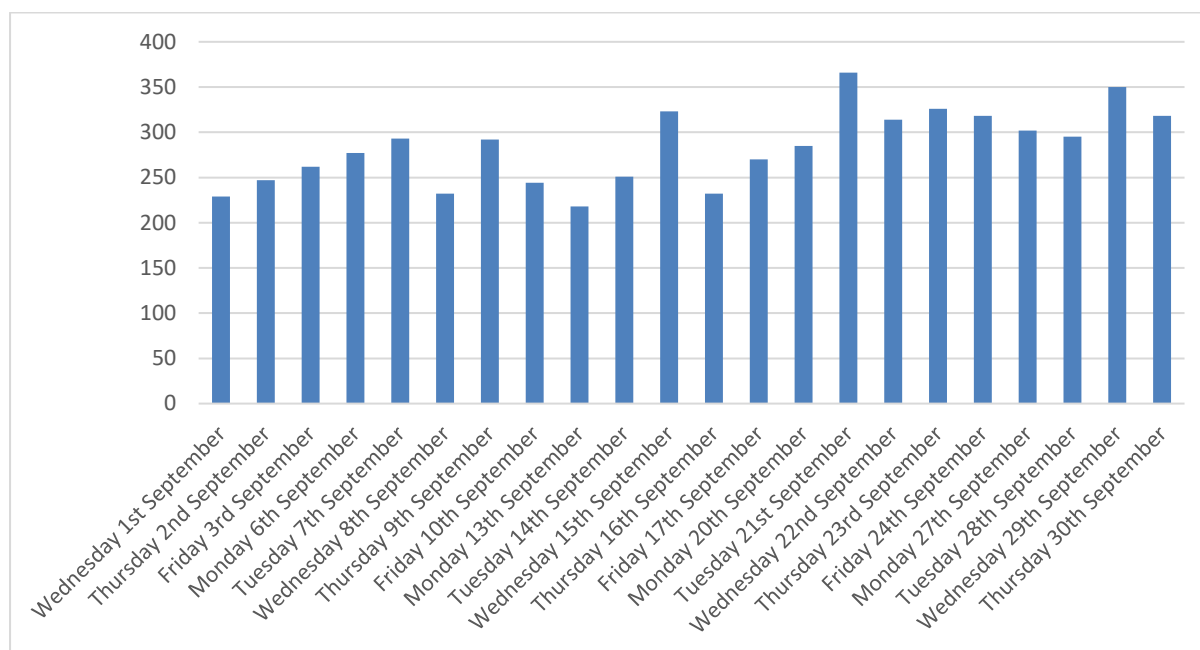


# Swallownest Health Centre Telephone Reporting September 2021



We started to monitor our incoming calls 9<sup>th</sup> July. As such we are able to see the sheer demand that the service is experiencing. On average in September we received 284 calls a day to our Patient Services Advisors (0114 4333888).

We hope that this will provide our patients with a better understanding of the pressures that we are under due to increased demand, although we previously haven't had the telephone data to enable us to report or to compare. It has continued to be particularly difficult this month whilst we have staff on holiday, isolating and also off sick. We are pleased to confirm that additional staff are now in post, but as you may appreciate training can take time.

This will also help you to understand why you are held in a queue and often have to wait for us to answer. Please be patient.

We have made and continue to make improvements to our telephones. We have a visual display screen which enables our Patient Services Advisors to see how many calls are in the queue and the waiting time. This allows us to work to demand to keep the waiting down. Often this has meant that there has been no queue.

We receive a huge number of calls with regards to the following issues that we continue to ask patients not to call us for:-

- **Covid Vaccinations/Booster** – We are not directly involved in the Booster programme. We kindly ask that patients wait to be contacted by Rother Valley South or they refer to the website <https://tinyurl.com/u9hvmf38>
- **Repeat prescriptions** - Patients continue to call us when they have run out of medication. We stopped taking repeat prescriptions over the phone in July 2018 following NHS England guidance for safety.

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- Patients should check and ensure that they have sufficient medication. Contractually we have 2 working days to process prescriptions.
- Patients contact us with regards to prescriptions that their nominated pharmacy hasn't received. Time should be allowed for the IT systems to process electronic prescriptions as this is not instantaneous. Please contact your nominated pharmacy first.
- Many patients call daily with regards to minor issues that they have had for a very short amount of time, or even that day, e.g. coughs, colds, sore throats, verruca's, worms, thrush, tooth ache, ear ache. The Pharmacy or supermarkets should be the first point of call for such issues. Please refer to the poster below.

## Are you using the right service?

<p><b>SELF-CARE</b></p>  <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p><b>PHARMACY</b></p>  <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p><b>NHS 111 (24/7)</b></p>  <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
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<p><b>GP ADVICE</b></p>  <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p><b>WALK IN CENTRE</b></p>  <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p><b>A&amp;E or 999</b></p>  <p>Emergencies only</p> <p>Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
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Please help us to help you by signing up to the Rotherham Health App wherever possible - <https://rotherhamhealthapp.com/splash>

Thank you for your continued support.