

August 2023

Summer news from

Walkley House & Stannington Medical Centre

News Roundup!

2022 was a busy year for the clinic with the merger of our neighbouring clinic at Stannington plus the introduction of online system Klinik, but what a success it was!

We're half way through 2023 with even more to look forward to before the end of the year. With plans for redevelopment, staff training, increases in patient services and the re-introduction of our Patient Participation Group, the second half of 2023 is set to be a busy few months at the clinic.

We welcome our Business Manager, Lynn Rogers, who will work closely with our practice management team and GP partners to drive the clinic forward and help maintain our high level of patient centred care.

KLINIK success!

Klinik is continually improving the way patients access care and the way our staff assess patient needs. Klinik allows us to find the most appropriate clinician or service to help you and ensure we see the most urgent cases quicker.

We adopted this method of triage so that every patient request for care submitted via Klinik will be reviewed before an appointment is booked. This might mean something simple like a blood test being arranged before you see or speak to a doctor or another clinician.

You can use Klinik via our website to submit appointment requests for new medical problems, follow up of an existing one, request prescriptions and access other services.

Klinik covers various different areas and is the main point of contact with the surgery, we encourage ALL patients to use this method of contact where possible. If you do not have access to the internet we can accept requests by telephone, but whichever route you choose, your request will be handled in exactly the same manner whether you complete the form online yourself, or contact us via telephone. Our receptionists will ask exactly the same questions as the online system, ensuring equity of access for all patients.

Completing the form online yourself allows the opportunity to submit important personal information that you may feel intrusive when asked by a receptionist, if necessary, we will contact you for more information, but the system will ask all the appropriate questions and allow you to enter details including if you would like to see a specific clinician.

Once a form is submitted, our Klinik GP team assess and direct your request to the best place to meet your needs. Often within minutes of your request being submitted!

Klinik is a success, and we would like to thank all of our patients for their support. We are constantly reviewing and improving how we use Klinik, using feedback from patient comments and complaints to make adjustments.

Currently our feedback on Klinik is 84% positive which is a tremendous achievement and proves the system is working to improve patient care.

84%

Excellent or Good

DID YOU KNOW
that Walkley House & Stannington have **16050** registered patients?...

and last month we issued **11451** prescription items ...

our GP team had **2819** appointments...

we processed **4084** Klinik request forms...

& our Nursing & Health Care team helped **2489** patients



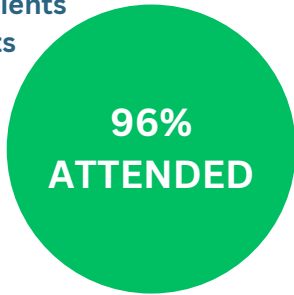
Got an appointment?
Can't make it?
Don't need it?

CANCEL IT!

Last month 96% of patients attended appointments

4% DID NOT ATTEND

270 appointments that someone else might have needed



Would you like to provide feedback on the way services are delivered?
Do you want to share your opinion on the needs of our patients and community?

We will be re-starting our Patient Participation Group soon and we need new members!

Register your interest to join via our website:
www.walkleyhouseandstannington.co.uk/patient-participation-group

Bringing patients, clinicians and practice leaders together to help improve our services



Which service is **best for me?**



<p>Hangover. Grazed knee. Sore throat. Cough.</p>	<p>Diarrhoea. Runny nose. Painful cough. Headache.</p>	<p>Unwell. Vomiting. Ear pain. Back ache.</p>	<p>Unsure? Confused? Need help?</p>	<p>Cuts. Strains. Rashes. Sprains.</p>	<p>Choking. Chest pain. Severe bleeding. Blacking out.</p>
<p>Self-care A lot of illnesses or symptoms can be treated in your home.</p> <p>When and why? Self-care is the best choice to treat very minor illnesses and injuries</p>	<p>Pharmacist (Chemist) Your local pharmacist is a highly trained healthcare professional and can give you advice on common illnesses and the medicines you need to treat them</p> <p>When and why? Visit your local pharmacy when you are suffering from a common health problem which does not require being seen by a nurse or doctor</p>	<p>GP (Doctor) You can make an appointment with your practice for medical advice, examinations and prescriptions GPs also provide an out-of-hours service</p> <p>When and why? make an appointment at the surgery when you have an illness that will not go away</p>	<p>NHS 111 NHS 111 is a fast and easy way to get the right help, whatever the time</p> <p>When and why? Call 111 if you urgently need medical help or advice but it's not a 999 emergency</p>	<p>NHS Walk-in Services Walk-in services treat minor illnesses and injuries that do not need to visit A&E</p> <p>When and why? Sheffield NHS Walk-in Centre Broad Lane, Sheffield S1 3PB Open 8am - 10pm</p> <p>Sheffield NHS Minor Injuries Unit Royal Hallamshire Hospital (Adults only) Open 8am - 8pm</p>	<p>A&E or 999 Accident and Emergency departments provide immediate emergency care for people who show the symptoms of serious illness or are badly injured.</p> <p>When and why? Emergency services are very busy. They should only be used in very serious or life-threatening situations.</p>

CLINIC NEWS - LOCAL COMMUNITY - CHARITY EVENTS - CLINIC NEWS - LOCAL COMMUNITY - CHARITY EVENTS



For up to date news and events please follow our Facebook page:
www.facebook.com/walkleyhousemedicalcentre

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Contact Us

KLINIK is the most convenient way to contact the clinic
www.walkleyhouseandstannington.co.uk/klinik-access

Walkley House - 0114 2343561 * Stannington - 0114 234 7775 * Out of Hours - 111