

# MEOPHAM MEDICAL CENTRE

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Dear Patients of Meopham Medical Centre,

As you may have heard in the recent government announcements and in the media General Practice are due to return to face to face appointments from Monday 17<sup>th</sup> May 2021.

The majority of General Practice nationwide had closed their doors throughout the pandemic with only essential services being offered, through their nursing teams. The Partners and team at Meopham Medical Centre continued to work in the surgery, offering as many services as NHS England would allow, triaging all patients virtually and then making a decision on if they needed to be seen face to face after consultation.

With the knowledge of the long term plans to digitalise Primary Care, the leaps and bounds we've come the last year digitally, the ease in communicating with all patients, the increase in appointments we can now offer and the decrease of wasted time if patients did not turn up for their appointments, we have made the conscious decision to continue conducting telephone triage as a first point of contact. This will be done for all patients prior to being offered face to face appointments with a doctor, as it has been done over the last 14 months.


Our decision is based around many factors including the feedback we have had from patients on how we currently are managing our appointment booking system.

- We can now book in a minimum of 97 more patients a week.
- The vast majority of calls and eConsult's we receive can have an appointment booked the same day, if not within the same week whereas before it could be up to 4 weeks.
- The convenience of patients. Not having to take time out of their day, off work or family life, find parking, and sit in our waiting room plus general common delays.
- The end of queuing for appointments.
- For those that do need face to face appointments the patient get the time they deserve with a doctor.
- The continually duty to protect our community not only from Covid19, but any other illnesses.

Meopham Medical Centre can offer a range of contact options from phone calls, video calls, text messaging and emailing. Therefore still meeting the needs of all our patients. **Please do not turn up to the practice without a booked face to face appointment.**

We will continue to message out health surveys to avoid needlessly getting patients in for appointments annually. Of which we will respond to if our clinical team needs to speak to you in regards to your answers.

Thank you for your understanding and continually support



Meopham Medical Centre

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Dr. Jonathan Mounty    Dr. Jane Bailey    Dr Sarah MacDermott  
Dr R Chelmenciuc    Dr O Sandher