

The Portview Messenger

Welcome to the 1st edition of our new Portview Surgery Message.

A new regular newsletter to help keep you fully informed of all things Portview.

Accessing Care at Portview Surgery

How we now handle and route your calls so that we ensure the most appropriate care for you and your family

The Portview Four Step Triage and Signpost System

The Portview Four Step Triage and Signpost system aims to give our G.P's more time for those patients that are in most need whilst ensuring that everyone gets the very best care .

Patients get quickest access to our most appropriate team member..

See below how it works

Step #1

Patient Call to make an Appointment

Your call will be answered by a fully trained Patient Adviser (P.A)

Step #2

Patient Adviser

The PA role is to gather as much information as possible in order to direct you to the quickest and most appropriate source of care.

If you have a need for urgent on the day assistance

the PA will add you to the list that is managed by our On Call G.P..

Do please cooperate with our PAs and give them as much information as they ask for as this will help you.

Step #3

On Call G.P

If you have been placed on the Triage list you can expect the On Call G.P to call you to decide on the best course of action for you.

You may be asked to attend surgery for further assessment or you may be directed to another member of the Primary Care Team

Step # 4

Primary Care Team

We have a group of highly trained specialists who work alongside our G.Ps to provide you with the best and most appropriate care.

It is not always necessary to see a G.P to get the help that you need so our G.Ps and P.As might refer you to another of our team

Our Primary Care Team consists of Physiotherapist, Clinical Pharmacist, Advanced Nurse Practitioner, and Chronic Disease Nurse

- they are all specialists in their fields and are well placed to help you with certain conditions.

For more information about our support team please check here

<https://portviewsurgery.co.uk/practice-information/care-navigation-signposting/>

We would very much like to hear from you with any thoughts, ideas, suggestions on our Messenger. Please contact us at portviewsurgery.PPG@nhs.net