

The Port View Messenger No. 2

Written by patients for fellow patients

More about the Role of the Patient Adviser

We are sometimes still told by fellow patients that they resent being asked questions about their need by the “receptionists” at the Surgery, who are thought to be unqualified. The reality, however, is that they deal with lots of patients every day and are trained to recognise very good options which are available without seeing a doctor first. They ask questions to clarify with you what would be the most suitable solution. So, please trust these “**patient advisers**” as they are called now. The outcome should be quicker for you, and enable doctors to concentrate on those patients who need their attention most.

Also, we know from experience that Patient Advisers can readily recognise what is “urgent” and what is “routine” under the new appointment system.

Let’s call it **RIGHT CARE, FIRST TIME.**

Have a think about these simple examples of what might happen:

Call 1: Can I see a doctor about pain in my knee?

PA: I think the best person for this is actually the Physiotherapist who works at the surgery. He can make a primary diagnosis, refer on and request prescriptions

Call 2 I don’t think my medication is working properly, so can I see a GP?

PA : There is no need to see a GP, I can book you in for a review with our Clinical Pharmacist.

Call 3 I have found a lump in my breast.

PA: I’ll book you in to see a GP right away

So the Patients’ Group recommends that you:

- Work out beforehand the important things you need to say, and if you’re worried about making the call, get a friend or relative to help you.
- Give the Patient Adviser full information about your symptoms and how you feel.
- Then, listen carefully to what the PA says and be ready to respond to the options available

As key members of the Surgery team, Patient Advisers will have other duties, for example

- Coordinating appointments, clinics, tests and test results, and follow-ups
- Dealing with emails, letters, texts and general admin as well as answering the phone
- Supporting and helping patients in the Waiting Area
- Contacting emergency services and hospitals

IF YOUR NEED IS IMMEDIATE TEL 111 OR 999

THERE IS MORE DETAILED INFORMATION ON THE PRACTICE WEBSITE

Contact the Patient Participation Group by email: portview.surgeryPPG@nhs.net

We need your feedback, comments, ideas and suggestions and we regularly take issues up with the Practice Manager