

NEW WAYS TO SEE OUR CLINICAL TEAM FOR APPOINTMENTS

As a practice covering a wide geographical area we are aware that patients sometimes have to travel large distances to the surgery. Fuel costs are rising and public transport can be difficult to use to coincide with appointment times. We also know how difficult it can be to get time away from work or childcare. At this time of year the wintry weather can also make it more difficult to get out and about to travel.



With this in mind the practice are looking to build on previous pilot projects which were aimed at increasing access to our services (eConsult), and current ones which are aimed at connecting patients with local services and assistance (Glusad Comhla and mPower). In the next twelve months we will be introducing Video Conferencing (VC) appointments and Telephone appointments to our clinics.

Not all appointments will be suitable for VC and telephone, but many review appointments may be. These appointments will be available to patients at all of our surgery sites to try to make it easier for you to see our clinicians, reduce your travel time, help with transport issues, as well as reducing our combined carbon footprint.



Telephone consults will only require a landline or good mobile signal, and for VC appointments if you have access to good broadband and/or good mobile 4G signal, and a device that can connect you to the internet/mobile signal, you may be able to benefit from this.

Appointments will be introduced gradually, but in the in the meantime, if you are interested in using either of these types of consultations, please let us know so we can work with you to make this a service designed around your needs. If you are unsure if your internet or device will support this type of consultation, let us know too, as we can put you in touch with mPower who can assist in testing and showing you how to use your device to VC us.

This development is to try to make it easier for our patients to contact us from the comfort of their own home and doesn't remove the ability to come in and see a clinician face to face.



NHS Western Isles are already using this technology in several settings and we are learning from the patient feedback from this.

We look forward to bringing these developments to you and working with you to make it easier for you to decide how to access our services.

Face to face in the surgery, Face to face over VC, or by Telephone - The choice will be yours.



We are keen to hear what you think so we can develop this in a way that matters to you. If you have any comments please contact the practice and ask for Helen or e-mail us at Langabhat.wi@nhs.net

Together we can improve Services