

ACTIVE SIGNPOSTING - INFORMATION FOR PATIENTS

In order to continue delivering a high quality service for our patients, we have been looking at how we can make the best use of the time and skills of our well established clinical team. We have considered many examples of innovative working that have been implemented in surgeries across the country and have found that **Active Signposting** can make a big improvement to both the patient experience and GP Practice sustainability.

Active Signposting is designed to connect patients more directly with the most appropriate source of help or advice; this may include services in the community as well as within the Practice.

The doctors have authorised the Reception staff to ask some simple questions to enable them to direct you to the **most appropriate** professional or service in our area. Receptionists do not make clinical decisions and work within frameworks developed by the clinical team. When a patient presents with symptoms that could be dealt with by a member of the wider clinical team (such as pharmacist, optician, dentist or physiotherapist) the reception team may direct the patient there initially.

In order to implement this new initiative, when booking an appointment our reception staff will ask a few simple details about your request simply so they can direct you to the person most suitable to help you with your problem. You don't have to do this, but it will help us to help you and other patients.

We aim to go live with Active Signposting in November 2019 and our staff have been undergoing training in order to facilitate this. We will be monitoring this initiative closely and any feedback or suggestions would be helpful.