

PARK LANE SURGERY NEWSLETTER



Summer 24/Issue 8

WELCOME TO OUR PRACTICE NEWSLETTER

The latest changes to our Practice team:

New Management Team

Following the recent retirement of our much loved practice manager Chris Campbell-Kelly, the baton has been passed to the new management team.

Kristine has been with Park Lane for 20 years and stepped up to practice manager in January this year.

Chloe has joined Park Lane as Assistant Practice Manager. She has previous experience in the role.



Kristine Kramer-Panton



Chloe Chesters

OUTPATIENT REFERRALS

As we are all very aware, the Covid backlog combined with increasing demand, more complex treatments and insufficient staffing levels has meant record numbers on waiting lists for outpatient appointments and procedures. Our colleagues in the local hospitals are working very hard to make inroads. We are seeing progress in some quarters with waiting times coming down a little from where they were a year or so ago but it is a very mixed picture; some services/specialties are faring much better than others.

Our local Fast Track for Suspected Cancer teams - previously known as 2 Week Wait - are back on track. For the most part you will now be seen for tests, scans etc before you see a doctor in clinic. This means the necessary information is at hand for your discussion with the doctor. Following a fast track referral you should hear from the hospital within 2 weeks. Please contact the hospital or the surgery if you do not.

Urgent referrals

When we hear the word urgent we automatically assume something will happen quickly.

In terms of your referrals, this means we are requesting for you to be added to the 'urgent' waiting list rather than the 'routine' one. Even prior to Covid an urgent referral could mean a several month wait for some specialities and unfortunately this has not improved. For very urgent acute problems your GP/clinician may liaise direct with the hospital team to formulate an action plan.

Routine referrals and hospital review appointments

Unfortunately these waiting times are the longest. Please see below for numbers you can ring for up-to-date information about your referral/review.

CHASING REFERRALS

Before asking us to chase a referral please note that we do not have access to the hospital appointment systems and cannot see their waiting lists.

Our secretaries will be ringing the same numbers as you.

You can get an update on your referral's progress by ringing these numbers:

Outpatient Booking Team Numbers

Macclesfield - 01625 663333

Stepping Hill - 0161 4194010

Wythenshawe - 0161 2915120

Salford Royal – 0161 2064100

Manchester Royal Infirmary/MFT hospitals – ring switchboard and select the specialty you require – s/board 0161 2761234

Christie – 0161 9561600

EXPEDITE REQUESTS

We are receiving an increasing number of requests for referrals/appointments to be expedited.

We do understand it is very frustrating and worrying to be stuck on a waiting list but *we can only expedite a referral where there is a clinical need* to do so.

The hospital teams triage (grade) the referrals we send onto the most appropriate list according to clinical need, to try to ensure patients with the most urgent problems are seen soonest.

If your symptoms change whilst you are waiting to be seen in outpatient clinic please get in touch with us. We will endeavour to help with symptom management until you are seen in clinic.

On further discussion it may be decided to do an expedite request in which case your GP/clinician will write to the hospital asking them to assess the new clinical information provided and upgrade if appropriate. The ultimate decision lies with the hospital team not with us.

**SIGN UP TO
OUR
PRACTICE
NEWSLETTER**

Park Lane Practice Newsletter



GP Contract

You may have heard or read about ongoing contract negotiations over the funding for GP services. In real terms funding for primary care/GPs has suffered over the past few years. It has reached critical levels. We are fighting hard to win extra funding to help ensure we can continue to deliver high quality care for our patients. We continue to press our case with the new Government following the recent general election.

FLU AND COVID CLINICS

October 10th, 14th, 23rd, 29th & November 1st

All clinics will run 13.30-16.45 on the First Floor, WGMC

We will be sending out text messages/contacting adults eligible for vaccination. Appointments will be available on the system to book in the near future.

PLEASE SUPPORT PARK LANE SURGERY BY HAVING YOUR JABS WITH US