

APRIL NEWSLETTER



01 April 2026

OPENING TIMES

Monday- **8:00am to 7:30pm**

Tuesday- **8.00am to 6:30pm**

Wednesday- **7:30am-8.00am**
(prebooked appointments)
8:00am to 6:30pm

Thursday- **8.00am- 6:30pm**

Friday **8:00am to 6:30pm**

Saturday **Closed**

Sunday **Closed**



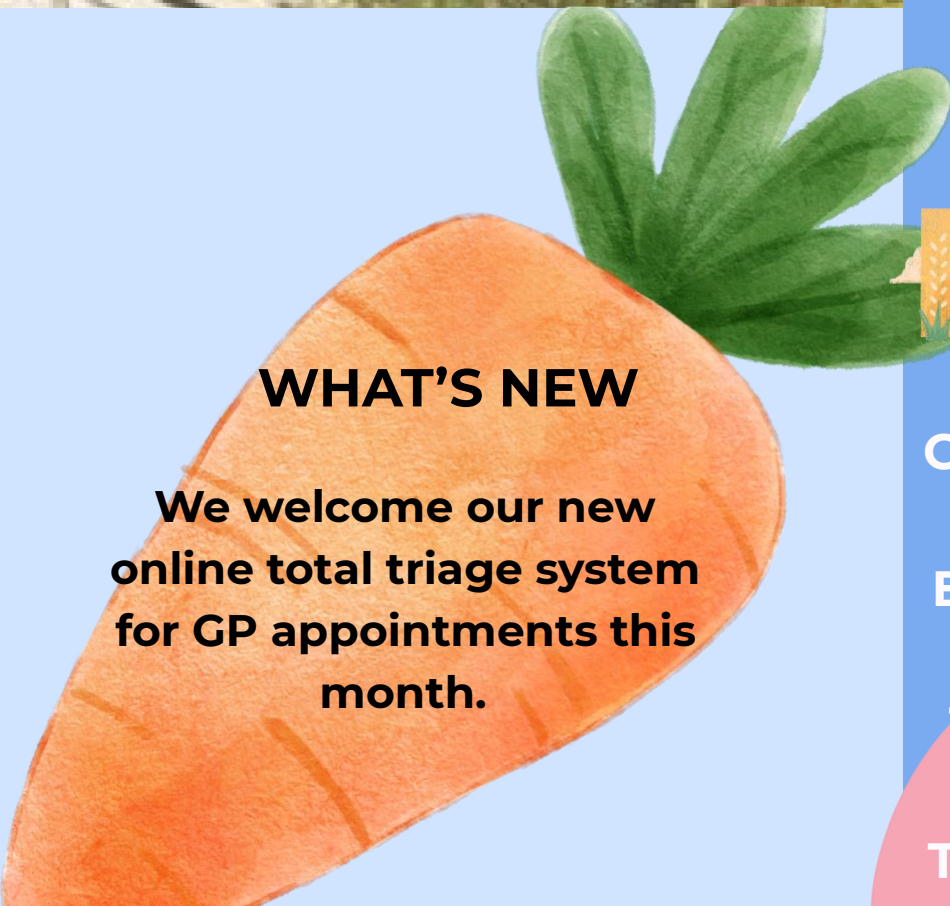
We will be closed on:
Good Friday 3rd April 2026
and
Bank Holiday Monday 6th
April 2025

The surgery will reopen
on:
Tuesday 7th April 2025 at
8am



WHAT'S NEW

**We welcome our new
online total triage system
for GP appointments this
month.**





Meet The Team

Our Primary Care Mental Health Practitioners

Hannah Patterson

Hannah is the Outer West's Primary Care Mental Health Practitioner, bringing a strong background in mental health and social work. She is passionate about providing thoughtful, inclusive, and person centred support to adults with complex mental health needs. Hannah offers appointments directly, no GP referral needed and provides assessments, brief evidencebased interventions, and referrals to other appropriate services.

Senzeni Matshazi

Senzeni is also a Primary Care Mental Health Practitioner in the Outer West, with a background in mental health nursing. She works with adults (excluding those with cognitive illness) experiencing complex mental health challenges within the

Primary Care Network. Like Hannah, Senzeni provides direct appointments, assessments, brief evidence-based therapeutic interventions, and referrals as needed.

Here's a quick look at how we've been supporting our patients this past month:

📞 7,072 inbound calls received, with an average wait time of 2 minutes 34 seconds.

➤ 141 'Did Not Attend' appointments.

💻 1224 SystemConnects submitted.

🏠 1,562 face-to-face appointments completed.

📞 129 telephone appointments held.

🏠 118 home visits carried out.

970 Referrals completed.

Thank you to our team for continuing to provide excellent care and service!

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Did Not Attend (DNA) Appointments – March Update

In March, our practice recorded a total of 141 missed appointments (DNAs). This included 24 same-day GP appointments, resulting in 6 hours of lost clinical time, and 117 prebooked nurse appointments, accounting for a further 19.5 hours. In total, 25.5 hours of valuable clinical time was lost due to patients not attending their appointments. This has a significant impact on our ability to provide timely care to other patients.

To help reduce DNAs, we operate a strict policy:

- After a first DNA, a reminder text is sent.
- A second DNA within 12 months will result in a warning letter.
- A third DNA within 12 months will be reviewed at a clinical meeting, and patients may be removed from the practice.

We send text message reminders for appointments, making it easy to remember or cancel if you can no longer attend.

We kindly ask all patients to cancel appointments they no longer need so we can offer them to someone else.

On **Monday 30th March**, we introduced our new Total Triage system using SystmConnect, an online

tool designed to help patients access the right care more quickly and efficiently.

While we have previously used SystmConnect, this marks our transition to a fully integrated Total Triage approach, where all patient requests are assessed before appointments are allocated.

During March, we received a total of 1,224 SystmConnect submissions. These were managed as follows:

- **584 patients were booked into appointments at the surgery**
- **33 patients were offered an appointment but were unable to attend that day**
- **209 patients were issued medication**
- **93 patients received fit notes**
- **100 patients were given advice via telephone or text**
- **205 patients were directed to alternative services such as Pharmacy First or physiotherapy**

This system allows us to ensure patients are seen by the most appropriate clinician or service, helping to improve access and make the best use of our clinical time.



This month is stress
awareness month.
Check out our
communication board
in our waiting area

Things to look out for this month



20th- 26th April
is international
Lesbian
visibility week