

Time To Care deliberative event – you said/we did

You said	We did
Every practice in Leeds should send reminders by text to patients 24 hours before their appointment	We are currently working on our response to this and will update this document in April 2019
It's too difficult to cancel your GP appointment. People should be able to reply to reminder texts and cancel their appointment.	We are currently working on our response to this and will update this document in April 2019
There should be other ways to remind people who don't use mobile phones or have additional needs such as learning disabilities	We are currently working on our response to this and will update this document in April 2019
Practices should name and shame people who do not attend their appointments	For ethical and data protection reasons we will not name and shame people who DNA their appointment.
Practices should take a deposit when people make an appointment and not return this if people DNA their appointment	<p>NHS services are free at the point of access and we will not be asking for deposits for appointments.</p> <p>We are also aware that some people who miss appointments do so because they have additional needs such as learning disabilities or complex health and social problems.</p>
Not everyone knows what self-care is, or how to self-care	<p>Supporting self-care is part of the NHS long term plan and we are committed to helping local people to understand and access self-care.</p> <p>In Leeds we have supported a number of self-care initiatives including Breathe Easy clubs advertised through posters and leaflets at GP practices. You can read more about these here: https://www.blf.org.uk/support-for-you/breathe-easy.</p> <p>We encourage people to self-care for common health conditions and support the</p>

Time To Care deliberative event – you said/we did

	<p>national Help Us Help You campaign. We also take part in self-care week in November. We use this event to promote self-care through social media and local initiatives.</p>
<p>We don't like the term 'active signposting' because it doesn't explain the role.</p>	<p>The information materials we use in Leeds specifically do not refer to '<i>active signposting</i>' because we have been told by patients that this is an unhelpful term. These materials are promoted in every GP practice in the city.</p> <p>We are currently looking at how we could 're-brand' the receptionist/administrator role so that it is clear to patients that their role includes directing people to the most appropriate source of help.</p>
<p>We need to feel confident that 'active signposters' have the skills and competence to signpost people effectively and safely</p>	<p>Many of the skills receptionist and administrators use are customer service skills. The 'active signposting' training covers all aspects of enquiry handling and is primarily about providing the best possible service to people in the most sensitive manner.</p> <p>We are providing training to all our receptionists and administrators in the city to support them with this aspect of their role.</p>
<p>Can you use ex-nurse as active signposters?</p>	<p>Signposting is not about triaging people (making decisions about their treatment). This approach is about providing patients with a first point of contact which directs them to the most appropriate source of help, not all these services provide clinical support.</p> <p>We believe that GP receptionists and administrators are best placed to provide this service.</p>
<p>The NHS should get involved in</p>	<p>The NHS both locally and nationally runs a</p>

Time To Care deliberative event – you said/we did

<p>educating children and young people about self-care and using NHS services</p>	<p>number of activities to support school children. As health is a key part of the Personal and Social Health Education (PSHE) programme, local councils such as Leeds have a healthy schools initiative which we closely support. In addition there are other NHS organisations that run health awareness days and events such as Yorkshire Ambulance Service's Restart a Heart.</p>
---	---