



### Mental Health Crisis Support Through 111

On 27th August 2024 the NHS announced that millions of patients experiencing a mental health crisis can now benefit from [support through 111](#).

The change means the NHS in England is one of the first countries in the world to offer access to a 24/7 full package of mental health crisis support through one single phone line.

People of all ages, including children, who are in crisis or concerned family and loved ones can now call 111, select the mental health option and speak to a trained mental health professional.

NHS staff can guide callers with next steps such as organising face-to-face community support or facilitating access to alternatives services, such as crisis cafés or safe havens which provide a place for people to stay as an alternative to A&E or a hospital admission.

Previously, local health systems had their own separate phone lines, which were fast-tracked during the pandemic and took around 200,000 calls per month.

For people who need support at A&E, if there is a risk to life, every emergency department in England now also has a liaison psychiatric team available to offer specialist care.

### Libraries Supporting More People To Use The NHS App

The NHS has announced a new partnership with libraries across England to help more people access online health services and use the NHS App.

The scheme, in partnership with The National Health Literacy Partnership, will officially launch in October - with NHS England contacting public libraries and NHS libraries in the coming weeks to provide toolkits and information.

Libraries already play a vital role in making online services more accessible and according to a recent survey by Ipsos, librarians are the third most trusted profession in Britain.

By providing librarians with the right tools and support, they will be able to play a key part in helping people to use the NHS App and NHS.UK to better understand and manage their health.

**John Quinn, Chief Information Officer at NHS England, and a former librarian said:** "Public libraries are at the heart of our communities and offer a significant opportunity to reach those who face barriers when it comes to accessing their health information online. The NHS App has more than 34 million registered users and we want to ensure no-one is excluded from using this service"





### New Telephone System

We are delighted that the new telephone system has now been introduced at the practice. Patient and staff feedback on the system is very good and this seems to be a huge improvement to the service.

The practice has kindly shared some statistics from the first 2 weeks of operation.

**Between 14th August 2024 and 31st August 2024**

**Calls that Queued = 2,341**  
**Answered from Queue = 2,256 (96.4%)**  
**Average Queue Time Answered = 1m 14s**  
**Missed from Queue = 80 (3.4%)**  
**Average Inbound Talk Time = 1m 48s**  
**Calls that requested a callback = 45**  
**Callbacks successful = 45**  
**Abandoned Calls = 998 (29.9%)**  
**Average Abandoned call time = 23s**



Please be aware that the new system now offers a callback service when a queue has formed. Your position in the queue is held by the phone system and you are telephoned back when you reach the top of the queue. It is a very reliable system so please be reassured that you do not need to hold on the line and can go about your normal business until the surgery calls you back.

The practice is receiving a lot of calls outside of their normal working hours. Please be aware that the surgery is open between 8.00 am - 6.30 pm, Monday to Friday. Outside of these times if you need advice call NHS111 or dial 999 in an emergency. If you call the practice your call will NOT be diverted and you will need to disconnect and redial.

### VACCINATION PROGRAMME

#### **Respiratory Syncytial Virus (RSV) Vaccination.**

We are now offering this vaccine to patients 75-79 years of age and pregnant women. Please do contact the surgery if you have not yet been contacted and wish to receive a vaccination.

We are also again offering seasonal **Covid and Influenza** vaccinations. Eligibility criteria applies but if you have not yet received a text message or phone call invitation from us please do call the surgery and check your eligibility.

