

NHS APP - DOWNLOAD HERE!

Did you know that with the NHS app you can:

- Fill out a Total Triage form
- Check test results
- See hospital letters
- Order Repeat Prescriptions
- View your GP health record
- See your upcoming appointments
- Send messages directly to us



CHAPERONES

We can offer you the option of a chaperone being present during your appointment. **Please ask at reception before your appointment so it can be arranged for you.**

TOTAL TRIAGE - improvements to the system

We have had fantastic feedback regarding our Total Triage system for booking appointments, as every patient has their request reviewed by an experienced GP, who then can ensure that all patients receive the appropriate care in the appropriate time frame.

There are further improvements that have recently been introduced - the triage form now contains a Navigator function, which helps educate and inform patients on services and resources they can access directly without needing a GP appointment. Now, when you submit an online request through our website or the NHS App for a health problem, you may be shown alternative NHS services and resources where you might be able to get help or treatment more quickly.

[This slight change has been made to give you more ways to manage your health, but you can still always contact us.](#)

EMMA - our AI receptionist

We appreciate your patience while we have been embedding EMMA, our new AI receptionist. We are happy to report that call waiting times have **drastically** improved since her implementation. We thank you for your feedback during this time, which all goes back into improving EMMA's capabilities.

The provider of the EMMA service have taken all of our feedback on board and are in the process of rolling out improvements to EMMA, including: *capturing patient details at the start of the call, clearer voice, reduced pauses between speaking, improved speed and flow of conversation, less repetition, and automatic emergency detection.*

To make your call to The Ransome Practice as smooth as possible, we recommend:

- Speaking clearly and at normal conversational pace
- NOT to use handsfree or loudspeaker
- Tell EMMA **exactly** your reason for calling: if it is not something she can help with then she will redirect your call as appropriate

EMMA has the following capabilities which help us at The Ransome Practice to use NHS resources effectively while maintaining safe and equitable access to care:

- Zero waiting times for calls to be answered
- Multiple calls handled at the same time
- Care navigation to relevant health services in Doncaster
- Fully accessible - Emma can fill out Total Triage forms on your behalf, request appointments, order prescriptions, and deal with other admin queries

We are excited to continue expanding EMMA's capabilities in the future.

EXTENDED OPENING HOURS

Did you know that we offer extended opening hours for GP and Nurse appointments?

- Wednesdays 7am-8am @ BENTLEY
- Fridays 7am-8am @ WOODSIDE
- Saturday morning REMOTE appointments

One problem per consultation

We kindly ask that all patients try to observe the "One appointment, one problem" ethos. Our GPs strive to uphold excellent patient care, which becomes impossible if unrelated problems are posed in the same appointment. We therefore ask you to fill out a separate triage form for each issue you are experiencing. *We are able to offer double appointments where appropriate.*



Local healthcare services in Doncaster

Did you know that we are able to book you in directly/show you how to self-refer to the following services in Doncaster:

- Physiotherapy (Tuesdays at Woodside, Fridays at Bentley)
- Podiatry (self-refer to the Foot Protection Service)
- Minor Eye Conditions (via MECS/Evolution Ophthalmology)
- Mental Health services (via Talking Therapies)
- Sexual Health (via SexualHealthServices4Doncaster)

[Ask at reception for more information](#)

Autism (ASD) and ADHD assessments

- **LOCAL NHS PATHWAY for Adults 18+:** Adults aged 18+ can now self-refer for ASD/ADHD assessment via RDaSH
- **LOCAL NHS PATHWAY for Children under 18:** RDaSH children's and young people's neurodevelopmental team offer ASD assessments from ages 5 to 18 years and ADHD assessments from ages 7 to 18 years in Doncaster. Please note - THE SERVICE ONLY ACCEPT REFERRALS FROM SCHOOLS/EDUCATION SETTINGS
- **RIGHT TO CHOOSE (RTC) for all ages:** Right to Choose is your legal right to choose which NHS provider does your ADHD or Autism assessment. You can find more information regarding Right to Choose for ADHD/ASD assessments here: <https://adhduk.co.uk/right-to-choose/>
 - Once you have chosen your provider, you will need to follow their directions (usually on their website or by calling them) on the exact process to take your referral forward.