MASTERCALL LAUNCHES ACUTE RESPIRATORY INFECTION (ARI) SERVICE.

In response to the recent crisis impacting on the NHS and in particularly the surge in acute respiratory infections, Mastercall has launched a new Acute Respiratory Infection (ARI) service at its HQ in Hazel Grove, Stockport.

All GP practices in Stockport can refer patients for a same day appointment.

Referrals are for adults and children with acute respiratory symptoms.

GP practice receptionists can make direct referrals to the service for same day appointments. Patients will be texted with advice and guidance whilst they wait for their appointment.

Next day appointments can also be made subject to confirmation from the GP that the patient is safe to wait.

The service is being very well received with great uptake. This will undoubtedly help to reduce the strain on GP practices in the area as well as wider services. The service also provides an excellent patient experience due to same day access appointments. A faster response to treatment will also hopefully reduce worsening symptoms and prevent onward referral to A&E/hospital admission.

Dr Viren Mehta, Chair of Stockport GP & Primary Care Board, says of the service:

"*Our GP practices in Stockport are already offering more appointments than ever before to our patients, and latest data published shows that our practices offer one of the highest levels of appointments across the whole of Greater Manchester. However, demand continues to outstrip capacity and we are therefore delighted to work collaboratively with our colleagues at Mastercall in launching the new Acute Respiratory Infection service for our patients. The service is available to adults and children with symptoms of respiratory infections such as coughs, wheezing and fever who may need to be examined by a clinician. People with milder symptoms may be directed to their local pharmacy. We hope this new service helps to ensure people who need a same day appointment can be seen by a clinician and reduce pressure on our emergency services.*"