

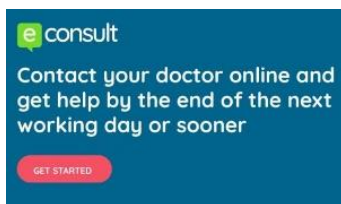
We're making access to our GP services better for you by changing our appointment model

Why is it changing?

Demand for primary care services nationally is at an all-time high. We understand that waiting in telephone queues is frustrating especially when no appointments remain after finally getting through. Waiting in a telephone queue will now be a choice for most as we aim to give you more opportunity to access our GP services throughout the whole day instead of having to compete for an appointment at 8am.



How does it work?






- You submit an eConsult (via the NHS App or via our [website](#)).
- A doctor will triage your medical issue, decide on the next step in your care and communicate this back to you in the same day*.
- Please also be aware that our receptionists will no longer be able to book directly into appointments unless a GP has completed an initial triage.
- ***Any eConsults sent in / called in after 5pm poses a risk that it may not be triaged until the following day (this is subject to demand).**

What if I don't like using or have access to phones or technology?

You can still call the surgery from 8am as a last resort where our receptionist will ask more specific questions relating to your medical issue so when the GP comes to GP triage it they have all the necessary information to decide on your next step of care.



How do I access the eConsult services?

<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>NHS App</p> <ul style="list-style-type: none"> • 7:30am–11:59am, 1-5pm and 7-8pm. • Will not be open on weekends & BHs. • Currently cannot use this on behalf of a child or another person but this is due to change in the coming months. </div> <div style="text-align: center;">  <p>Website</p> </div> </div>	<div style="text-align: center;">  <p>Telephone Us</p> <ul style="list-style-type: none"> • Open 8am – 6pm. • Use this method as a last resort or if you are wanting an appointment for a child. </div>
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When is it changing?



The new model starts from 7:30am on Monday 24 January 2022. Please monitor our Practice News page ([here](#)) for more information. We do appreciate your patience with this new way of working as we strive to give you the best access possible to our services.