

## Recalls

We are planning to restructure the way we arrange our appointments to monitor patients with long term conditions. These include diabetes, cardiovascular diseases, asthma, COPD, hypertension, stroke and serious mental illness and dementia.

From April 2025, patients will be contacted shortly before the month of their birth and invited to make the relevant appointments. Guidance will be given regarding how many appointments need to be booked and which clinician to see.

The majority of patients will be contacted via text message with a link to book the appointments on-line. Patients who have not given us a mobile number or those we feel would benefit from greater support will be contacted by letter. If you feel you need greater support with on-line booking including the use of the NHS app, please contact the North Cotswolds Digital Social Prescribing Link Worker, Jason Spinney, on 07707 281803 or [Jason.spinney1@nhs.net](mailto:Jason.spinney1@nhs.net) . Alternatively, you will be able to book via reception.

If your birth month is towards the end of the year, it may be you wait a few extra months to receive your usual annual checks. We will identify and contact patients that we feel would need some interim monitoring during the first year while we switch over to the new system.

The new system will ensure patients are invited annually for their chronic disease checks and make it easier for patients to book appointments and remember when their review is due. We hope this will also reduce the number of missed appointments. The system will also link with our dispensary and repeat prescribing protocols which will streamline this service.

We would like to thank you for your patience during the next few weeks whilst we implement the changes.