

Booking appointments for GP's

Since starting our online request system to replace triage and reduce the 8 30 am rush, we have processed 4,747 patient queries in the last 4 months, nearly the equivalent of our total patient list size. We encourage all patients to submit GP appointment requests via this system, as it allows the patient to directly let a GP know their symptoms, history and questions rather than reception passing on the information. Please give as much information as possible to allow the GP to assess your request.

However, if patients are not able to submit online, the receptionist will complete the form for the patient, either over the telephone or in person. The aim of this change is to enable us to meet the new requirements of the NHS/government regulations for General Practices whilst managing increase in demand from patients and ensuring that clinically urgent cases are seen quickly. Nurses, clinical pharmacists, physios and other team members are still directly bookable via reception.

Please ensure your mobile telephone, address and emails contact details are up-to-date with the practice, as we move more towards using electronic communication with patients. Please note that we no longer accept emails from patients with clinical queries.

Dispensary opening times

The practice dispensary is open weekdays from 9am – 1 30pm and 2pm – 5 30pm – these are different opening times to the reception desk.

Due to staff shortages in the dispensary over the next month, the dispensers will not be accepting telephone orders to help manage their workload. We encourage patients to submit prescription orders and queries online via the Systmonline facility or NHS app or via the practice website medication query form. If this is not possible, please order via the dispensary by handing in the repeat slip or via the repeat ordering process available when collecting medication from our dispensary or a pharmacy. Many thanks for your understanding.

Patient parking

We are aware that parking around the surgery can be challenging, especially over the last couple of months whilst we have been providing the Spring Covid vaccination programme. There are 2 disabled spaces, in front of the fencing to the side of the entrance to the staff car park, for patient use. However, please do not block the entrance to the staff car park as staff may need to leave quickly in an emergency, or park by the surgery door as this is a disabled access route. Thank you.

Patient check in screen

We apologise that this has been out of use since the end of March – we have been chasing the NHS IT department to fix this for us but there have been some delays in obtaining the correct equipment, which has been out of our control. This has led to increased queues at the desk as receptionists have been checking in patients and also needing to deal with answering the telephones and assisting other patients needing to make appointments.

Staff updates

Message from Dr Nikki Hodgkins:

“I wanted to let patients know that I will be leaving Campden Surgery in mid-July due to family reasons. It has been a real privilege to care for the patients at Campden Surgery and to be part of such a dedicated team. I am very grateful for the kindness and support shown by patients and colleagues over the past five years and I wish everyone all the very best for the future.”

The practice would like to welcome Dr James Walker, who is starting in mid-June. Patients may remember that Dr Walker underwent his GP training with the surgery in 2024/2025. We are very pleased that Dr Walker will be joining the surgery for 3 days per week.