

Booking appointments for GP's

Since starting our online request system to replace triage and reduce the 8 30 am rush, we are processing around 320 online requests per week. We encourage all patients to submit online GP appointment requests, as it allows the patient to directly let a GP know their symptoms, history and ask questions, compared to the previous system of receptionists passing on the information. Once a GP has assessed the urgency, patients are able to choose GP/appointment day/time, as GP's will either send a booking link with various choices of appointment times or reception will contact patients to book an appointment.

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 the increase in demand from patients and ensuring that clinically urgent cases are seen quickly. Appointments with nurses, clinical pharmacists, first contact 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 as these are now submitted via the online forms.

Staff updates

Dr Hodgkins' patients have been moved to Dr James Walker for their usual care. Dr Walker will be working on Mondays, Wednesdays and Fridays. Patients can still book appointments with other GP's if they prefer.

Our reception team would like to extend a big thank you to our patients for their understanding whilst we have been short staffed, it is greatly appreciated. We are still recruiting and hoping our staffing levels will improve soon.

Blood tests

Please note that when attending for blood tests, the procedure is more straight forward if the patient is hydrated and warm. Therefore, drinking water and keeping warm before a blood test appointment is recommended.