Helping you to get the care you need – a guide to accessing our services

Our practice is working hard to help make it easier for you to get the care you need. Whether you contact us online, by phone or in person, you'll receive the same high-quality support and patient care.

Accessing our services

Our practice is open from 8.00am to 6.30pm, Monday to Friday.

Throughout these hours you, or your carer on your behalf, can:

- Visit the practice
- Call us via 0300 123 3366
- Use our online consultation tool via our practice's website Contact us about your request - Accurx Patient Portal or via the NHS App.

You can choose the way you contact us based on what is best for you.

Using online consultation

You can use our practice's online consultation tool, AccuRx, during our core opening hours (Mon–Fri, 8am–6:30pm) for:

- routine, non-urgent appointment requests
- medication queries
- administrative requests (e.g. fit notes, test results, letters).

We will get back to you within 3 days or sooner.

You can use the practice's medical triage '*I have a health concern*' from 6am to 11.30am and then again from 2.30-4.30pm. You will receive a response on the same day from our triage team.

When the medical triage form is closed between 1130am-230pm and from 4.30-6.30pm, you can still contact the practice for routine requests as listed above.

Please note: If you need help filling in an online request, you can phone our practice on 0300 123 3366 or visit us in person.

If our practice is closed and you need **urgent help** for your physical or mental health – go online to **111.nhs.uk** or **call 111**. They will tell you what to do next. **For emergencies** such as if have chest pain, severe bleeding, or difficulty breathing, please **go to A&E** (Accident and Emergency) or call **999**.

Please do not use the online consultation tool for:

- Urgent medical problems after 4.30pm - please phone the surgery on 0330 123 3366 for advice. If the surgery is closed, please call 111.
- Emergencies – for emergencies such as chest pain, severe bleeding, or difficulty breathing, please **go to A&E or call 999**.

If your need is urgent or you're unsure, please call the practice or visit us in person. Urgent clinical matters will be triaged and managed appropriately.

In an emergency, always call 999 or go to A&E.

What happens when you contact our practice to request an appointment?

Whether you make your request by phone, online or by visiting the practice, you may be asked to give us some details so that we can assess what is best for you based on your clinical need. The practice team will consider your request for an appointment or medical advice and tell you within 1 day for health concerns and 3 days for admin and routine care planning what will happen next. This could be:

- A booked appointment (face-to-face, video or telephone) the same day or another day
- A message with advice or next steps (such as a text message, email or NHS App message)
- A referral to another NHS service (pharmacy, specialist or other community service)
- Advice to call 111 or visit A&E.

Your practice will decide what is best for you based on your clinical need. Our practice operates a total triage system so all requests are triaged by our dedicated and experienced triage team.

Understanding our appointments and total triage system

Our practice is here to support your ongoing health and wellbeing. We offer:

- **Triage form – '*I have an admin or routine care request*' (open until 6.30pm, Monday to Friday) are for:**
    - Routine care appointment for:
        - Long-term health review for asthma, diabetes or COPD.
        - Health check, smear test, pre-travel appointment, smoking cessation, 6 week post-natal check, childhood or adult vaccinations include flu, blood tests, annual learning disability check, blood pressure check, medication review (general, HRT or contraception).
    - Fit note, test results, referral follow up, doctor's letter or any other admin request i.e what to do about a change of name or address.

- **Triage form '*I have a health problem*' (open from 6am-12noon and 2.30-5pm, Monday to Friday) are for:**
    - Health problems that need attention
    - A new health problem that you haven't told us about before
    - Worsening symptoms that need attention
    - Problems you're worried will get much worse if you wait longer

You and your general practice

This guide tells you what to expect from our practice and how you can help us, so you get the best from the NHS.

Read the You and Your General Practice guide