

How to access our services:

We have a range of ways you can see or speak to a GP here at the Practice.

AskmyGP: Opens at 8am daily. Best used for more “urgent, on the day” medical queries – this is a bit like an electronic open surgery. GPs have a number of askmyGP slots available to them each morning. As with our former open surgery, GPs can only deal with a limited number of queries. In order to ensure that you are directed to the right person and prioritised appropriately our Reception team may need to take additional details from you. Please assist them with giving this information.

You can still talk to our Reception team if you feel your query is urgent or you can utilise one of the other services we offer:

Telephone appointments: These can be pre-booked if you think your query does not need a face to face appointment and is more of a routine query.

Face to face appointments: These can also be pre-booked for patients who think they have a medical issue that needs a physical examination.

MSK Practitioner appointments: We have a musculoskeletal practitioner working with us who is able to assess, diagnose and treat patients with joint and muscle pain.

Clinical Pharmacists: We have two Clinical Pharmacists working with us who are highly qualified experts in medicines and carry out structured medication reviews for patients who have long term health conditions.

Wherever we can we try to ensure that appointments are available for booking up to 4 weeks in advance.

Extended access hub: This system offers a range of appointments 7 days a week. Appointments that can be booked include: GP telephone/face to face, Health Care Assistant appointments, Advanced Nurse Practitioner appointments, Physio, Practice Nursing and phlebotomy appointments.

To book an appointment online please use SystmOnline or the TPP app [Airmid](#). Airmid can be downloaded via the various app stores. It is a very user-friendly app that helps you manage your personal health record and connects you to online services offered by GP Practices. You can login using your SystmOnline username and password if you have them. Otherwise, [Airmid](#) allows patients to login using NHS Login. An NHS Login can be created directly via [Airmid](#).

Our current telephone system is struggling to stand up to the additional demands being placed on it with an increase in patients ringing in and GPs ringing out for telephone consultations. We are addressing this and have contracted a new supplier to provide us with a Cloud based system. We are currently going through the pre-installation checks with engineers to make sure that they are satisfied that we will have everything in place when we go live. This is a complex process as our

current system is based on an analogue set up and needs to be upgraded. Our switch-over is expected to be sometime in February.

We also advise patients to take advantage of <https://patient.info> for additional health advice before contacting the Practice. This site provides up to date expert health articles, tips and information on all conditions.

We strongly encourage continuity of care here at the Practice and would urge you to see the same GP for your care wherever possible. It helps them to help you more effectively.

Pharmacies: Please do not feel that you are being “fobbed off” if you are advised to visit/contact a local pharmacy. Pharmacies are the best place to go for minor ailments such as coughs, colds, vaginal thrush, conjunctivitis, verrucas, earache, cystitis etc.

We are also looking at staffing levels in order to ensure that we can meet the growing demands being placed on us. It takes time to recruit and time to train staff so please bear with us.

Everyone at the Practice would like to thank all our patients for your patience, kindness, help and support to date and to let you know that we continue to be dedicated to providing you with the best care and service we can.

Drs Longfield, Watson and Montague