



Alwoodley Medical Centre

From 10th June, a better way to request support from your GP

HOW

- The new process applies **however you contact us for a GP appointment** – online (via PATCHS on the NHS App or on our website), in person or by the phone.
- You will have to provide the same information, and this will be reviewed by a GP.
- If you can, please **complete your request online** as this will free up our staff and the phones for the patients who need more support.
- If you ring us, our reception team will be available for those who need more support.
- If you visit the surgery, you'll be asked to fill in a paper form and if you are unable to do this yourself, a staff member will help you.
- Admin staff may contact you for **more information**.
- Once the GP decides the best option, you'll be contacted either to make an appointment or be provided with advice and guidance. You also be directed to another service that is more appropriate for your care.
- We will contact you by telephone or by sending you a text message.
- The online form to send in clinical requests will be available Weekdays from 8 am.

WHY – for you

- **Avoid the previous 8:00 am rush:** the new process aims to reduce the number of calls to the practice so, if you need to ring us your call can be answered quicker, and the queuing time reduced if you are visiting in person.
- **More choice for routine appointments**, including a better chance to book with a specific doctor, if needed.
- **Better consistency of care**, which we hope will increase your confidence as a patient.

WHY – for us

- We need to **manage the rising demand** and create a safer and fairer system of addressing **patients' requests, based on need**, not the method used to contact us.

WHAT YOU NEED TO DO

Download the NHS App



PATCHS

