**Notice of changes to our appointment system and for administrative requests.**

**We are planning to move to a new appointment system which will start on Tuesday 23rd September.**

We know our current system of calling at 8am and 12.30pm can be problematic for our patients.

Our aim is to ensure better access and a fairer system for patients and better continuityof care. The new system will give patients needing help, the right clinician, right service, first time.

We will be using this system for all medical problems and administrative requests such as fit notes (sick notes), medical reports, referral queries etc**.**

All medical requests submitted will be assessed by a doctor.

**Under the new system we will be asking all patients to complete a quick and easy form which is available**

* **Using the NHS App or Patient Access to complete an Accurx form**

Our GP clinical teamwill review each request using a structured format.

This process will help us prioritise appointments based on clinical need, utilising our multi-disciplinary team as well as community services such as Pharmacy First.  We will also be focusing on providing our patients with continuity of care.

**We hope most people will use the online system, although we do understand that not everyone will be able to fill out an online form**.  If you are having difficulties, we can help you to use the online form, or a member of the Care Navigating team can complete the form on your behalf.

Our new system will not result in any patients being unable to make appointments or get help from us.

* **We will process all requests in the same way; no route will be quicker than another.**

If you are not already using the NHSApp and would like to do so, please see our website for more information or go direct to https://www.nhs.uk/nhs-app