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Dear Patients,

We are improving our appointment system to include more pre-bookable appointments and online bookings.

We are introducing a new appointment system on Monday 23rd June 2025.

This will mean **appointments can be booked online** through our website or the NHS app and will be able to be pre-booked, **telephone booking will remain available**.

We hope this will improve the booking process as **there will no longer be an 8am rush** for GP appointments.

We will be using AccuRx triage system and we will ask all patients who can use the technology to submit an online form. Any patients who are unable to use this themselves or via a relative or friend will be able to call reception as usual. Reception will complete this form on your behalf so they may ask you more information than usual.

This information remains confidential so please give as much detail as possible (both on the online form or to our reception staff) to help the GPs to determine the urgency of your appointment request.

On the day appointments and home visit requests will need to be requested before 10am.

Routine appointment requests will be open until 11am each day.

All same day appointments requests will be triaged by a GP and you will get a response the same day. Please be aware the GP may advise a different time scale for your appointment if they feel your issue is not urgent and depending on our available capacity on the day.

Routine appointments and admin requests will get a response within 2 days.

We hope this will improve your experience, but please bear with us while we get to grips with this new system.