

GP & nurse appointments and bookings

The way we access GP services has changed. Below are some frequently asked questions that may help you understand these changes.

Why can't I walk into my GP practice?

The coronavirus (Covid-19) pandemic has forced us all to work differently to help slow down the spread of the virus. All healthcare settings are taking special measures to protect you, the public and their staff. GP practices are working as hard as ever, but differently.

Where possible we want to avoid people having to wait inside a waiting room together as we know this increases the risk of the virus spreading. Like hospitals and dentists, we have also had to change how we offer our services to you.

If you do need to come in, then we can ensure there are a minimal number of people in the practice, we can maintain social distancing and keep patients and staff safe.

How do I get an appointment?

The easiest and most effective method is to use Engage Consult through the practice website, or you can telephone between 0800-1000hrs. You will then be contacted by a clinician to talk through your symptoms either over the phone, via email, or if needed and you have the available technology, through a video consultation.

Why can't I book a face-to-face appointment?

We have adapted the way in which you can get an appointment quickly and safely.

Most patients' health concerns can be managed over the phone or via video consultation. This is why we are providing you with either an initial phone call or video consultation to decide what would be the best way to help. If we can support you without needing you to come into the practice then we reduce the need for you to travel and reduce the risk of the virus spreading.

If you do need a face-to-face appointment, you will be invited to attend the practice.

If we can ensure there are a minimal number of people in the practice, we can maintain social distancing and keep patients and staff safe.

What is Engage Consult?

You can access Engage Consult via the practice website. It lets patients consult with their own NHS GP online by completing a quick form which is reviewed by the practice. After reviewing your query, you will then be directed toward the most appropriate help. This might be some advice on self-help, pharmacy advice, an appointment with one of the practice clinical team or another service. Your data is secure at all times – including during a video consultation or telephone call.

What if I do not have access to a smartphone or web camera?

While technology has evolved and supports us all in many different ways in our day-to-day lives, we appreciate not everyone will have access to a smartphone or web camera for a video consultation. We can still talk to you on your mobile phone or landline.

Will I need to wear a face mask if I come into my practice for an appointment?

To help limit the spread of the virus, we are asking for all patients aged 12 and over to wear a face covering when they come the practice. This doesn't have to be a face mask, but a cloth covering which covers your mouth and nose while allowing you to breathe comfortably. It can be as simple as a scarf or bandana that ties behind the head. You can find additional information by visiting <https://www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering/how-to-wear-and-make-a-cloth-face-covering>

How do I get a repeat prescription?

We offer a choice of methods:

1. Online using SystmOnline – this is the safest and most secure method as the request goes straight to your medical record for review by our team. It will only allow you to make a request within seven days of your medication being due.
2. Online using a form – you can either download and print/post or complete the form online and return to us by email. There is one form for items on repeat and another for those medications which are not on your repeats list. Please fill in all the requested information so that we can process it without delay.
3. Fill in the right hand side of your last prescription and return it to us by post or putting it in our letter box.

We will process your request within two working days and send it electronically to the pharmacy of your choice. If it can't be sent electronically, it will be ready for collection from the practice.

We cannot guarantee how long your pharmacy will take to dispense the medication once we have sent them your prescription. Please contact your pharmacy directly if you need to ask about when it will be ready – we are unable to answer those queries.

How do I see a GP during the evening and weekends?

For evening and weekend access to GPs please either visit 111.nhs.uk or call NHS 111.