

AN UPDATE FROM ...

Churchdown Surgery

AUGUST 2024



Remember

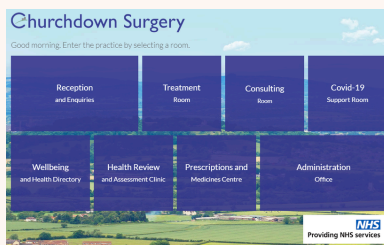
The surgery doors are closed every lunchtime between 1pm and 2pm.



HAVE YOU CHECKED OUR WEBSITE?

Our website holds lots of valuable services including:

- Patient registration
- Sick / Fit notes
- Test results
- Change of personal details
- Registration for online services
- Cancellation of an appointment
- Minor Injury unit info



If you are requesting an appointment at the front desk be prepared, you may be asked some personal questions.....

If you do not disclose this information you will need to call us.



As part of our GP Improvement Programme we have been looking into equal access, structured information gathering and online triage tools!

We have heard the frustrations raised around eConsult and shall be transitioning to something new!

From 1st July we shall be ceasing eConsult and transitioning to Footfall for our online requests for a season. We will improve utilisation of our website along with specific pathways for certain administrative enquiries to enable us to deal with each request more effectively. This also gives us time to fully explore other online triage platforms liaising with local GP surgeries for effectiveness and ease of use, with a view to start a new platform in Autumn after gaining local feedback.

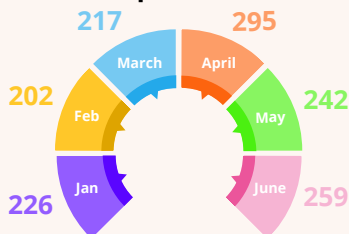


As usual, please call reception at 8am if you require an urgent on the day appointment.

Thank you for your patience during this season of transition, as we maximise the potential of our online platform as part of the bigger picture of improving access.

DNA rates (pre-booked appointments) January - June 2024

Every appointment is precious, please cancel your appointment if you cannot make it using our website, NHS app or by calling our reception team.



OPEN MORNING

Saturday 17th August

10am - 12noon



Pop in and meet some of the the additional roles that work in the surgery such as Physiotherapists, Social Prescribers, Frailty Team, Care Coordinators & Pharmacy Team. Our PPG & Health Champions will also be here.