NEW APPOINTMENT SYSTEM

To improve access to our GPs and reduce pressure on our telephone lines, we now have a new way to request appointments called Klinik access.

This system is already LIVE and can be accessed by patients directly online by clicking on the banner below.

ALL requests for GP appointments will go through this system.

We ask that patients who have access to the internet avoid the phone lines and request appointments using the online form.

**How does it work?**

Patients can submit enquiries, repeat prescriptions and requests for appointments by completing an online form, accessed via the practice website.

Medical enquiries will be reviewed by our GPs and appointments offered according to clinical urgency. Patients will be messaged or called back with an appointment either on the day if urgent, or for less urgent problems pre-booked with a suitable clinician.

**Why has the system changed?**

Demand is higher than ever, and our phone lines are incredibly busy, this is frustrating for patients and staff.

To improve access to our GPs and ease congestion on our phone lines we have decided to move to a system that will allow patients request appointments online and for appointments to be according to clinical need. This will encourage continuity of care allowing patients to pre-book ahead with the same clinician, whilst ensuring urgent problems are seen on the day.

By encouraging all patients who can use the internet to access the online system directly themselves, we will be able to free up the phone lines for emergencies, and for our elderly and more vulnerable patients.

**What about patients who do not have access to the internet?**

If patients are not able to use the internet, our reception team will be able to put the requests through for them via the telephone.

This will involve the receptionist taking details of the problem over the phone and completing the online form for them. The patient will then be phoned back with an appointment time after the request has been reviewed by a GP.

**Can I put a request through for someone else?**

Yes. There is an option to complete the form for someone else so you can for example request on behalf of a child or elderly relative.

**Will it still be possible to book GP appointments over the phone or at reception?**

No. ALL GP requests will need to go through this triage system. It will be far quicker and easier to put the request through online at first. So, we would encourage all patients with access to the internet to complete the form themselves online and keep the phones free for those that need to contact us this way.

**What about practice nurse and healthcare assistant appointments?**

These will still be available to book via the telephone.

Blood test appointments can be booked directly online by patients who have registered for online access to their medical record.

We are so busy as the moment, and we know increased demand means contacting us can be difficult. Please help us to help you by supporting us with this new system, we are as always grateful for your co-operation.