

Dear Patient

We really would appreciate your help. This letter outlines some of the ways that you can access our services more effectively and help us to provide a consistent service to all patients.

**1. Your Doctor.** When booking an appointment it is always best to if you stay with the same doctor wherever possible; we have found that **continuity of care** is best for you and provides the best outcomes. This is particularly important if you have a long term medical condition or if you take tablets every day for any condition. It is often best to book reviews for these conditions well in advance to ensure you see your usual Doctor; appointments are released 4 weeks in advance.

**2. Urgent Appointments.** We do recognise that there are occasions, particularly at short notice, when it may not be possible to see your registered Doctor. If your need is urgent, there are 13 other Doctors at the Surgery available for consultations, as well as our large nursing team. Urgent appointments are available each day; please call from 8am for morning appointments and 12 noon for afternoon appointments. Every afternoon there is a duty doctor available to speak to regarding urgent queries if you are unable to get an appointment. Our website has all the details about **Where To Go** when the surgery is closed and options for self care or accessing other healthcare professionals such as pharmacists or our **Maltings Wellbeing Team**.

Our phones do get very busy and we would be really grateful if you use our online services to book appointments and order repeat prescriptions. You could also e-mail the surgery with non-urgent queries, and access our website for any information you may need.

**3. Keeping Your Appointment.** If you are aware that you will not be able to attend an appointment please make every effort to inform us as early as possible so that we are able to offer the appointment to another patient. If you do not attend appointments, we are required to note it on your record and your GP may well review it with you.

**4. Online Access.** You are able to book and cancel appointments and order repeat prescriptions online using **Patient Access**, this is available as an app from the app store for your smart phone or device. To log on to Patient Access you will require a user name and pin number, please e-mail us if you would like to be set up for Patient Access. Nurse, GP and phlebotomist appointments are available to book online. Please take care to book into the correct clinic for nurse appointments.

**5. Prescriptions.** It is also a good idea to nominate a local Pharmacy for Electronic Prescriptions, this enables you to go direct to the Pharmacy to collect your prescription. You can nominate a local Pharmacy at the surgery or at your preferred Pharmacy.

**6. Your Surgery.** For further information I have included our **Practice Leaflet** with this letter. But to keep fully up to date at any time, please visit our website at **[www.maltingssurgery.co.uk](http://www.maltingssurgery.co.uk)** for **ALL** information. When you access our website from your smart phone or device for the first time you will be prompted to save it as an app, this is a great shortcut to have for easy access to all the information you may need.

We communicate with our patients via text message and e-mail so please make sure the surgery has the correct up to date details.

I hope you find this information useful to keep to hand at home when you might need it in the future.

Yours sincerely

Elizabeth Richards

Practice Manager