

A New Way to Access Appointments **From 16 October 2026**

We are changing the way we manage appointment requests at the practice.

We will be introducing a safe, secure, NHS-approved platform designed specifically for healthcare. This system will help us make sure that you see the right clinician, at the right time, for your needs.

What does this mean for you?

When you contact the practice, you will be asked to provide some information about your health concern. Your request will then be assessed so that we can arrange the most appropriate care.

You will also be able to book directly online where appropriate appointments are available.

Don't have access to the internet? Don't worry!

You do not need to be able to use the internet or have online access to use our new system. If you telephone the practice or come into Reception, our staff will use the same system on your behalf.

This may mean that your initial contact with us takes a little longer than it does currently as our team will need to ask you some questions and enter the information into the system.

However, this is an important part of the new process and will help ensure that you are directed to the correct clinician or service for your needs.

Why are we making this change?

Our aim is to:

- Make sure you see the right healthcare professional
- Help you receive the right care at the right time
 - Identify urgent problems appropriately
- Give patients the option to arrange appointments for convenient for them
 - Make the best use of our clinical team

Please be patient while we introduce the new system

We understand that changes to the way you access your GP practice can take some getting used to.

Whether you contact us online, by telephone or in person, our team will help you through the process.