

No need to queue! On the phone or at reception.
GP/Medical Online Appointment Requests
8am – 2pm

visit – www.villagehealthgroup.co.uk



If you have **difficulty accessing the internet** to request a GP appointment, please visit or call reception and a member of our reception hub will be able to **help** you **complete** your **online request**.

Reception can no longer book **GP** appointments at reception or via the phone.

However, once your request is submitted ONLINE a GP/clinician will offer you an appointment.

We would gently like to remind patients that this is a new triage system for us all, we appreciate your kindness & patience whilst we work to improve The Village Health Group. We endeavour to help/assist in the best possible way that we can. Any unpleasanties towards staff will not be tolerated.

www.villagehealthgroup.co.uk and click **contact us online**.

The screenshot shows the website's navigation bar with the following links: Home, Appointments, Prescriptions, Our Practice, Health Information, News, Contact, and English. Below the navigation bar is a blue banner with the text: "Village Health Group Welcome to our new surgery website – we hope you find it useful".

The main content area features a section titled "How to contact us" which contains a large blue graphic with the text: "Contact us online Need help with a medical or admin request? New request systemconnect".

Below the graphic, there is a smaller version of the "Contact us online" button and a snippet of text: "You can now submit your request online, instead of calling the phone. If you have a general question or request, you can use the online consultation form. This is available for all our patients. For general health and self-help advice please use the 111 service." The URL at the bottom left is "http://www.villagehealthgroup.co.uk/OnlineConsultation?OrgId=C84005".

Please log in using your system online account or NHS or alternatively you

CAN continue without a log in

Choose appropriately from the following categories.

CHOOSE NEW CONDITION OR EXISTING CONDITION FOR GP APPOINTMENT!

Log in to get help faster.

Continue with **systemonline**

NHS Continue to NHS login

Medical request

New condition

Get help with a new health problem.



Existing condition

Get help with an ongoing health problem.



Medication query

Ask about medication you are taking.



Admin request

Doctor's letter

Ask for a report or letter, for example for insurance.



Fit note

Ask for a fit / sick note.



Medication request

Medication reviews and prescription requests.



Test result

Ask for the results of a recent test.



Other admin request

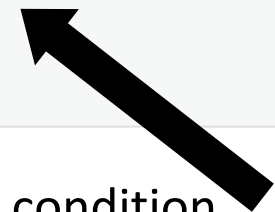
For example cancel an appointment, make a subject access request.



New condition

Please fill this in if you require help with a new health problem. Please note these requests are NON-URGENT. We aim to respond within 3 working days between Monday - Thursday 8am-6pm and Friday 8am-12.00pm If you become more unwell or need help more urgently, please call your GP. If your GP practice is closed, visit NHS 111 online or call 111. In an emergency call 999

Allergies >	Breast problems >
Breathing problems >	Cough / Cold >
Depression / anxiety >	Ear problems >
Grief / bereavement >	Memory problems >
Muscle / joint / bone problems >	Runny nose / sneezing / rhinitis >
Sinusitis (sinus infection) >	Skin / hair / nail problems >
Sleeping problems >	Sore throat / tonsillitis >
Stomach / digestive problems >	Women's health problems >
Wound care >	Other new condition >



Please click on the box most relevant to your health condition or other new condition

Check it's not an emergency – Continue if you have none of the below.

New condition - Cough / Cold

Check it's not an emergency

You should not submit this form if the patient requires immediate treatment.

Call 999 if you have any of the following symptoms:

- **Signs of a heart attack:** chest pain, pressure, heaviness, tightness or squeezing across the chest
- **Signs of a stroke:** face dropping on one side, cannot hold both arms up, difficulty speaking
- **Sudden confusion (delirium):** cannot be sure of own name or age
- **Suicide attempt:** by taking something or self-harming
- **Severe difficulty breathing:** not being able to get words out, choking or gasping
- **Choking:** on liquids or solids right now
- **Heavy bleeding:** spraying, pouring or enough to make a puddle
- **Severe injuries:** after a serious accident or assault
- **Seizure (fit):** shaking or jerking because of a fit, or unconscious (cannot be woken up)
- **Sudden, rapid swelling:** of the lips, mouth, throat or tongue
- **Labour or childbirth:** waters breaking, more frequent intense cramps (contractions), baby coming, or just born

British Sign Language (BSL) speakers can [make an emergency call using the 999 BSL video call service](#).

Deaf people can use 18000 to contact 999 using text relay.

Continue, I have none of these

EXAMPLE OF HEALTH FORM TO COMPLETE



New condition - Cough / Cold

Please fill this in if you require help with a new health problem. Please note these requests are NON-URGENT. We aim to respond within 3 working days between Monday - Thursday 8am-6pm and Friday 8am-12.00pm If you become more unwell or need help more urgently, please call your GP. If your GP practice is closed, visit NHS 111 online or call 111. In an emergency call 999

Details of your condition

Do you have a cough?

- Yes
- No

Do you cough up any sputum (i.e. mucus/phlegm)?

- Yes
- No

If so what colour is the sputum?

- White sputum
- Clear Sputum
- Green or Yellow Sputum
- Red Sputum

Do you have a temperature or fever?

- Yes
- No

Please enter your details & preferred communication.

Your details

Are you the patient, a healthcare professional or someone else?

Patient Healthcare professional Someone else

My information

* Forename

* Surname

* Date of birth

Day

Month

Year

Sex

NHS number

Telephone number

You can now click [submit request](#) and this will go straight to the GP Triage team.

On the same day a GP/Clinician will be in touch on your preferred method of contact to make an offer of an same day/routine appointment