



# NEWSLETTER

Winter 2024

Dear Patients,

We are changing how you access your GP Appointments:

## HOW

# 1

ALL REQUESTS - CLINICAL AND ADMIN  
MUST BE SUBMITTED **ONLINE**



**IMPROVED  
ACCESS TO  
YOUR GP  
SERVICES**

**A QUICKER WAY  
TO GET THE CARE  
YOU NEED**



## WHERE

# 2

Visit our website:  
[belvoirhealthgroup.co.uk](http://belvoirhealthgroup.co.uk)

## WHEN

# 3

FROM  
MONDAY 20<sup>TH</sup>  
JANUARY 2025



**WHAT CAN I USE THE  
NEW ONLINE SYSTEM  
FOR?**

- GP Appointments
- Prescription Requests
- Medication queries
- Fit notes/Sick notes
- Admin Queries

## Why are we changing?

We have listened to patient feedback and recognise that accessing appointments has been a difficult and frustrating process for you for some time.

With the ever-growing demand within the NHS, we are continuously looking at ways we can improve the booking process by ensuring patients are seeing the right clinician in the appropriate time frame, whilst providing equality and fairness.

## Can I still book appointments at Reception?

No, we really want to encourage you to use our new online system in the first instance. If you don't have access to the internet, then please get in touch by phone. Reception is open as usual from Monday to Friday, 8am to 6:30pm.

We do understand however, that not everyone has online access.

**TOTAL TRIAGE  
SYSTEM**

## Is there anyone who can help me use the online system?

Yes - our Care Navigation Team can help you use the online system if you telephone the practice.

### Benefits for patients:

- Clinical triage rather than Reception triage
- Improved & faster access to services
- Timely medical attention
- Better continuity of care

Available from 6.30pm Sunday to 6.30pm  
Friday (except for bank holidays)

For Admin Queries only please allow at  
least 3 working days

## What Online Requests look like .....

The system uses a digital form that allows you to contact the practice directly. You are asked a few questions to describe what you need help with avoiding long waits on the phone or reception

The screenshot shows the NHS England online request form. At the top left is the text 'NHS England' and at the top right is the NHS logo. Below this is a blue heading 'A very warm welcome' followed by the instruction 'Please select the option you need below.' There are two main sections: 'Medical request (16+)' and 'Admin request'. The 'Medical request' section includes a 'HIDE' button, a description: 'Use this option for a new medical need. You will be offered an appointment or receive contact from the clinical team.', and a blue 'SELECT' button. The 'Admin request' section includes a 'HIDE' button and a description: 'Use this option for sick notes, test results, doctor's letters, repeat prescriptions, or'. At the bottom right, there is a 'POWERED BY RapidHealth' logo.