



MODALITY WELLSPRING

APPOINTMENT SYSTEM UPDATES

ONLINE APPOINTMENT REQUESTS

Our new digital-first system helps us gather information upfront, prioritise patients, and improve care quality. This makes accessing care easier and faster for you.

Using the NHS App or Website

- Log In: Use the NHS app or visit our practice website.
- Provide Details: Share your medical or administrative query to be directed to the right clinician. A video on this is [here](#)

Calling the Practice

- Call Us: If you can not use online and need to use the phone, call us as usual.
- Answer Questions: The reception team will ask questions to understand your needs and direct you to the right care. This will also be how we help you in person

PHONE SYSTEM IMPROVEMENTS

We're improving our phone system to handle more calls, especially on busy Monday mornings. The new features will include call-back options, so you don't have to wait on hold.

MEET OUR NEW TEAM!

New Practice Manager: Rebecca Pearce is our new site manager.
More Doctors: We have 8 regular GPs, plus our team of doctors, nurses, and healthcare assistants. This helps us give you better care.

SUPPORT SESSIONS

Every Friday in August we offer support sessions at the practice from 11am, if you have questions or need help with the NHS app or accessing services.

SHARE YOUR THOUGHTS

Use our feedback form to share your experiences and suggestions. We're always working to improve our services based on your feedback.
For more details or assistance, please contact us directly.