

NEED TO BOOK A GP APPOINTMENT?



UPDATE

We are writing to share important news about the changes to our appointment system which will improve how Dysart Surgery delivers healthcare services to you. We are transitioning to a new method of providing you with the most appropriate and timely care. Care navigation is being introduced to primary care services and includes triage by experienced GPs and clinicians to support patients.

HOW DO I BOOK?

The simplest way to request a GP appointment is to visit our practice website www.dysartsurgery.co.uk. Patient can then scan and complete a short online questionnaire to identify their query.

If you cannot complete the on-line form, you can still phone the surgery and one of our Care Navigators will ask you some simple questions and complete the form on your behalf.

Your medical enquires will then be reviewed by our GP triage team throughout the day and you will receive a response by the end of the following working day, at the latest. Our system does allow us to identify patients who might need more urgent review by a GP and these requests will take priority and you will receive a response within a few hours if necessary.

If you are not happy with the response you receive then please contact the surgery by phone to speak to a member of our admin team.

HOW TO USE PATIENT TRIAGE

Go to our website www.dysartsurgery.co.uk and 'Get started with eConsult'.

If you are unable to submit an online eConsult, please contact the surgery by phone or in person and one of our team will be able to help you.



VITA HEALTH

Did you know you can self-refer directly to Vita Health for physiotherapy services? Visit their website to self-refer - <https://www.vitahealthgroup.co.uk/make-a-referral/>. Vita Health provide the physiotherapy and more specialist musculoskeletal services for Bromley NHS patients.

WHY ARE WE DOING THIS?

Our aim is to ensure you only have to contact us once for a problem. An experienced GP triages all new requests which improves accessibility to the surgery and avoids a first come first served approach. The extremely high demand on general practice, and an expanding team of health care professionals makes triage a much safer way of you getting you to the right person at the right time. This model is often referred to as a 'total triage' and is strongly recommend by NHS England. Overall it is enabling us to ensure that everyone receives appointments sooner that they might otherwise have done, and ensures that those who need the most urgent help are prioritised.

FAQS

Why should I submit an online request?	All requests for GP appointments, regardless of whether you complete the request with our receptionists or online, will now be reviewed by a GP in the first instance. Please provide as much information as possible on your request so that the GP can triage appropriately. You will hear back from the practice with the outcome of your request by the end of the next working day, or sooner if your problem is deemed more urgent.
Can I submit a request at any time?	Our online eConsult service is open from all week. It opens Sunday 6.30pm and stays open until Friday 6.30pm. The service is closed during public holidays.
How will I receive a response?	The practice will contact you by email, text or phone call depending on your preference and the urgency.
How should I request repeat prescriptions?	The quickest way to request your repeat prescription is by the NHS app. Please visit www.nhs.uk/nhs-app/ . We still accept repeat prescription requests via our email address selicb.dysartreception@nhs.net or in writing at the practice.

PHARMACY FIRST

Are you suffering with one of the following conditions? If so, you should visit your pharmacy before contacting the GP practice. Your pharmacy can now prescribe antibiotics if required and you do not have to see your GP first. This is usually a simple way to get help for these uncomplicated conditions:

Acute otitis media (Ear infection)	1 to 17 years
Impetigo	1 year and over
Infected insect bites	1 year and over
Shingles	18 years and over
Sinusitis	12 years and over
Sore throat	5 years and over
Uncomplicated urinary tract infections	Women 16-64 years