

How To Request A GP Appointment

Securing an appointment with your GP or healthcare professional is essential when illness strikes. The Practice offers several types of appointments; however, it is important to note that the Practice **is not an emergency service** and has limited capacity for same-day appointments.

Booking Urgent or Routine Appointments

Whether you need an Urgent Appointment for **today or tomorrow** (Monday to Friday) or a Routine Appointment in the **next two weeks**, you can:

- a) Use the “**appointment request form**” available Monday to Friday on the Practice website: www.leacroftmedicalpractice.nhs.uk
- b) Call 01293574747, Monday to Friday, from 8am to 6:30pm.
- c) Visit the surgery and speak with a receptionist Monday to Friday, from 8am to 6pm.

Note: You can also use your NHS account or the NHS app to book a screening test or vaccination.

Regardless of whether an Urgent or a Routine appointment, you will always be asked about your symptoms or what you need help with. This information helps the GP to choose the most suitable doctor, nurse, or health professional to help you. The Practice offers consultations through various methods: **by phone, face to face at the surgery, video call, by text or email**. Appointments by phone, video call or by text or email can be more flexible and often means you get help sooner.

Diary of Patient events in September

We are delighted to let you know that we will be hosting some fantastic events for our patients this month. If you are looking to connect with others and have a wonderful time, we invite you to come and join us at these events.

Dates	Time	Event	Venue
Every Thursday morning	From 10.00am	Our weekly Social stroll is open to all patients and is subject to weather conditions	Meet outside the surgery
Wednesday 4 th	2.00pm - 3.30pm	Afternoon Tea at the Revive Café	The Charis Centre, West Green RH11 7EB
Tuesday 17 th	10.00am - 11.30am	Coffee morning with Bingo and catch up at the surgery.	The Surgery
Tuesday 24 th	1.30pm - 2.45pm	Seated Pilates Session 1 of 6 (This event has been fully booked) *	The Surgery
Saturday 28 th	10.45am	Film Club – Please leave your name with the reception. Hot drink and cake provided by the surgery.	The Surgery

Except the Seated Pilates, all other events are free and open to all Leacroft’s patients.

(*) each session is required a contribution of £2 by each attendee.

Performance of the Practice in July

In July, the Practice conducted a total of 5441 appointments, approximately three in four of them being face-to-face consultations with patients.

Regrettably, 220 appointments did not turn up for their appointments without prior notification to the Practice, resulting in a loss of valuable time and resources.

We kindly remind you to **cancel your appointment if you are unable to attend**, If you booked your appointment using the SMS link, you can click on that SMS link again to cancel or rearrange. Additionally, you can cancel using the NHS App, via Online Services, or by calling the Practice directly.

Seated Pilates Class Reminder

The class has been fully booked. The first session will start on Tuesday 24 Sept 2024, at 1.30pm in the Surgery. Please bring a drink and a small towel with you.

Friends and Family online Feedback

In July, 500 patients shared their thoughts after having their GP services or appointments, and 93% reported a “**good**” to “**very good**” experience! The Practice would love for you to share your feedback too, you can do this on the Practice website: www.leacroftmedicalpractice.nhs.uk/give-feedback-or-make-a-complaint/