

# A change to how we book GP appointments – from Monday 20<sup>th</sup> May 2024

On Monday 20<sup>th</sup> May 2024 we will be changing the way we book appointments and deal with your administrative requests at Southgate Medical Group. Please use our Practice website [www.southgatemedicalgroup.co.uk](http://www.southgatemedicalgroup.co.uk) to complete an online request.

You do not require an online account to use this service.

You can still telephone us (or visit Reception) if using the website is not possible.

We will ask you when you request an appointment if you can do so by accessing our website. If you are not able to we can complete the online form for you. Please try to use the website where possible – we believe this will result in a much better service for everyone.

All patient requests will be reviewed by one of our doctors, who decides the appropriate outcome – this could be:

- An appointment with one of our doctors
- A telephone call or message from the doctor with help and advice
- An appointment with another member of our team, such as a Physio, Paramedic, Specialist Nurse, Pharmacist, Dietician, Mental Health Support, Social Prescriber, Care Coordinator etc.
- A request for you to use the new Pharmacy First scheme for one of seven common conditions

**We will respond to everyone on the same day if we can, but within 48 working hours at the most.** Requests that are truly urgent for medical reasons will be prioritised and responded to.

Although we will prioritise urgent requests, we would like to remind everyone that we are not designed to be an emergency service, and our capacity to see patients on the same day that the appointment is asked for is limited. We will only consider medical reasons for an urgent appointment. In the event we reach capacity, we will signpost patients with urgent medical needs to attend the Urgent Treatment Centre (UTC) located in Crawley.

If the doctor who reviews your request wants you to see one of our clinicians, we can now send you a link via SMS to book your own appointment.

At SMG we are always striving to improve our service for our patients.