

Patient Newsletter - May 2024

### Online Consultation Tool

We would like to thank all our patients who have supported the practice. We have been using Anima as our online consultation tool for 12 months. We have had patient feedback and due to this and staff feedback we have been reviewing online consultation tools. As a practice we have made the decision to move to a different system, however this new system is used by many practices in Somerset. The new system is called Accurx, we already use this system when we send you text messages.

We recognise that this is another change for our patients however we believe you will find this system easier to use, as there is no account to be set up and there are fewer questions to answer. To use this system all you need is your Name and Date of Birth and be a patient registered at St James Medical Centre.

Accessing the system will be via the practice website - this is what it looks like on the website. If you have the NHS App you will also be able to access it through there.



With the introduction of Accurx, we are also going to be changing the way we work so that we can manage patient demand more efficiently. We will be putting all requests through this system, so if you telephone the surgery, walk into the surgery or complete an online request yourself, they will all be sent to our triage team consisting of two GPs, who will then review and deal with your request in the most appropriate manner, this may include sending you information, completing a referral to a pharmacy, booking an appointment with the most appropriate health care professional or asking a member of the practice team to contact you as further information may be required. We want to make sure you get the appropriate type of appointment with the right healthcare professional in the right timeframe.

We will have set limits of the number of online consultations which can be received daily, however with the change in online consultation system and change in the way we are working we are aiming to keep this system open for longer and within safe clinical limits.

Repeat prescription requests can be made via the NHS App or by phoning the prescription line.

We will be changing to this system on 13<sup>th</sup> May 2024. We will be posting information and updates on our Facebook page.

We would like to thank all our patients for their support whilst we move through this change together.