

Swanlow Medical Centre

Newsletter

Staff Updates

We would like to take the opportunity to warmly welcome Della to our Administration Team. Della will be responsible for all Chronic Disease recalls along with ensuring patients are booked in for monitoring of their health conditions. Della will also help process prescriptions and deal with your prescription queries.

New Triaging System

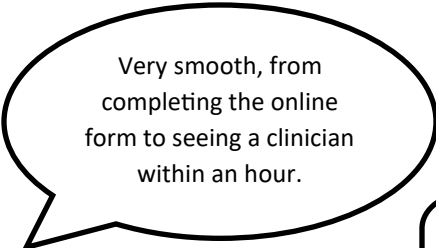
On Monday 2nd September Swanlow Surgery changed the way we operate our booking system for urgent on the day appointments. This system now requires all patients to complete an eConsult (Online consultation form) stating the medical reason for requiring an on the day appointment. This form is then triaged by a GP or Clinician on the same day and a solution will be provided.

Outcomes from your eConsultation form:

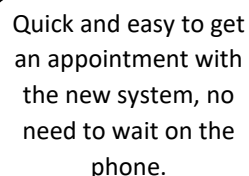
- Contact from the triaging GP with a solution.
- Contact from the surgery asking for you to book an urgent appointment either face-to-face or via telephone using a booking link.
- Contact from the surgery asking for you to book a routine appointment either face-to-face or via telephone using a booking link.

The reasons behind changing to this way of working is to ensure that patients are being treated by the correct person first time. It also ensures that our GPs have the capacity to see patients who are deemed medically unwell without them being turned away.

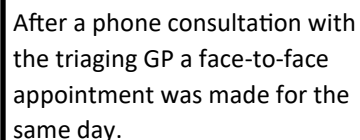
We understand this change has been difficult for some patients, however we would like to share with you some comments we have received during our first few weeks of this new system.



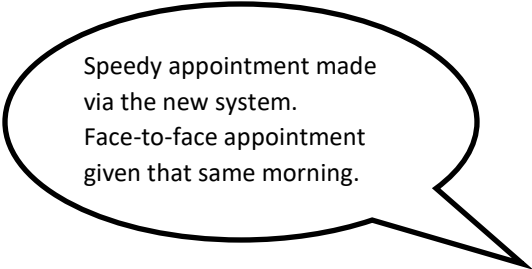
Very smooth, from completing the online form to seeing a clinician within an hour.



Quick and easy to get an appointment with the new system, no need to wait on the phone.



After a phone consultation with the triaging GP a face-to-face appointment was made for the same day.



Speedy appointment made via the new system. Face-to-face appointment given that same morning.

NHS APP

Currently there are number of platforms which you can register on for patient online services.

NHS England are recommending that all patients download and use the NHS App which is free to download on both Apple and Android devices, along with being accessible via the internet.

What can I do on the NHS app?

The NHS App allows you to:

- Book, manage and cancel appointments.
- Complete an online eConsult form for urgent on the day appointments.
- Order prescriptions
- View the status of your prescription request along with providing a barcode which can be shown to the chemists to allow for your prescription to be located easily.
- Nominate a designated Pharmacy for all your medication orders.
- View your GP Health Record.
- Register your organ donation decision.
- View your NHS number.
- Use NHS 111 online to answer questions and get instant advice or medical help outside of our opening hours.

How to I get the app?

For android phones you can visit your Google Play store and search for the NHS app.

[NHS App - Apps on Google Play](#)

For apple phones you can visit the App store and search for the NHS app.

[NHS App on the App Store \(apple.com\)](#)

Alternatively, you can access the same features via the internet browser. Search for NHS app on Google and this will allow you to sign in to your account via the internet.

[Access your NHS account - NHS \(www.nhs.uk\)](#)

If you require any help setting up, logging in or using the NHS App please approach our Reception desk and our team will be happy to help.

