Improving Access, Improving Care

Frequently asked questions about our new access system:

Q1: How can I contact my GP?

A1: The quickest way to contact the surgery with medical or administrative queries is by submitting an online request through the surgery website or through the NHS App. https://www.wellingtonroadsurgery.co.uk/

How to submit an online request to your GP Practice?

https://support.accurx.com/en/articles/5390855-patient-support-how-to-submit-an-onlinerequest-to-your-gp-practice

Q2: How will I use the new system?

A2: It is available via the "contact us online" section on the home page of our website. https://accurx.nhs.uk/patient-initiated/m82028. Patients who are registered to use the NHS App have access to the system by clicking the services option at the bottom of the screen, then "Contact your GP about a health problem".

Q3: Will it be possible to use the system on my phone (and do I have to download an App)?

A3: It can be accessed via the internet on your phone, as well as via the NHS App.

Q4: How do I get the NHS App?

A4: The NHS app is available free via the AppStore or via Google Play or online at Log in - NHS App Online

Q5: What if I don't have a smartphone or can't use the internet?

A5: You can still telephone the surgery or visit in person. The receptionist will ask you questions about your request to fill out the online form on your behalf. The Team will then assess your request and will be back in touch with next steps.

All requests will be assessed as soon as possible and in the same way, regardless of how you contacted the surgery. Arriving in person to book will not mean your request is dealt with any sooner.

Q6: Why has this changed? 🔐

A6: Traditional ways to contact us meant that appointments were being allocated on a first come, first served basis, with long phone queues to get in touch with us especially at 08:30am. This meant that vulnerable patients, or those who needed care sooner were missing out. You can avoid the queues by submitting a request online, making it easier to reach out to us. By registering all requests through an online form, we will be able to

prioritise and action requests quickly and fairly, ensuring that you get the right level of care at the right place and the right time.

Q7: Will there be someone at the surgery able to show me how to use the system?

A7: Yes. Our staff can explain how to access and use the system. However, we would be grateful if you could avoid asking clinical staff to demonstrate the system during an appointment, as this may delay them seeing their next patient. Watch out for additional training sessions too. These will be published on our Facebook page, on our website and in the waiting area.

Q8: How will you respond to my message? Will that be by text, email or telephone?

A8: We will respond by your preferred method. There is an option on the form to specify this.

Q9: How long will I have to wait for a response?

A9: The practice team will consider your request for an appointment or medical advice and notify you within one working day what will happen next.

Q10: Who else will read the form? Will receptionists see the information, or is it restricted to the doctors?

A10: When you contact us, a trained receptionist will assist the GP in dealing with online requests. This may involve them contacting patients with a response or to book an appointment. All staff at Wellington Road Surgery have a DBS check completed, have signed a confidentiality agreement as well as having undergone confidentiality training.

Q11: Will the information I write on the form be secure?

A11: The online form is provided by an NHS accredited supplier (AccuRx) who have undergone a rigorous validation and procurement process at national, regional and local level to ensure it is safe and appropriate. Accurx is an NHS-approved software supplier. The surgery uses Accurx to manage patient requests, request additional information from you and send you messages about your care.

For more information on Accurx visit: Accurx for patients

Q12: Will the information be passed onto any other organisation - e.g. "Be Part of Research"?

A12: Information submitted is not visible to third parties and no information is retained by the system manufacturer. The information supplied is stored within your medical record held at the practice. All data sharing agreements are published within our privacy notice which is available on our website.

Q13: What measures have you taken to protect my information under the Data Protection Act and GDPR (General Data Protection Regulation)?

A13: The Modern General Practice system we use (AccuRx) complies with Information Security Management Standard ISO027001 and they are an NHS accredited software supplier.