



## Frequently Asked Questions For New Appointment Request System

### **Q. Will staff be on hand to help and support me?**

A. Yes. Our Patient Services Team will be available to assist you if you have any difficulties using the system or need help submitting your request. You can still call the practice to request an appointment. All contact channels to the practice remain, phone, in person or online.

### **Q. How do I choose the right category?**

A. We have organised the categories to help direct your request to the right team quickly. If you are unsure, please pick the category that best matches your main reason for contacting us. You can always add more details in the description box.

### **Q. Will someone check the urgency of my appointment request, especially if I select the urgent option?**

A. Yes, every appointment request is carefully reviewed by one of our GPs. We understand that many patients may select the urgent section because they feel their need is pressing. Our GP will assess all requests and allocate appointments based on clinical urgency, ensuring that those who need care most urgently are prioritised. This helps us provide safe and fair access for everyone.

### **Q. Some of the questions feel unnecessary. Why do I have to answer them?**

A. For safety reasons, we need to ask certain questions in line with NHS guidelines to gather enough information to safely assess your appointment request. We understand this may make some questionnaires feel long, but this is necessary to ensure you get the right care.

### **Q. Could we reduce typing by introducing more Yes/No questions?**

A. We want to give patients the freedom to explain their symptoms fully. However, we will review the appointment request templates and include more Yes/No questions where possible to reduce typing.

### **Q. Will I be given the opportunity to select a convenient time?**

A. With the new system, you can choose whether to receive a text message with a link to book your appointment at a time that suits you, or you can opt to be contacted by our Patient Services Team who will help you book your appointment.

**Q. Will I be offered a face-to-face or telephone appointment?**

A. Our clinicians will decide the most appropriate type of consultation based on the information you provide. By default, you will be offered a face-to-face appointment. However, if you would prefer a telephone or video consultation, please let us know your preference on the appointment request form. Our Patient Services Team will then contact you to arrange this.

**Q. How do I know which medical staff is available?**

A. The booking link will show which clinicians are available and when. You can select the clinician you wish to see. If you want to see a specific clinician for continuity of care, we will do our best to accommodate your request if they are available.

**Q. How should I request my repeat prescriptions? Should I use the NHS App or the online contact tool?**

A. The easiest way to request repeat prescriptions is through the NHS App, which many patients find quick and convenient. However, you can also use our online contact tool to ask questions about your prescriptions or to check the status of your repeat dispensing, as this information does not appear on the NHS App.

There is no right or wrong method—whichever works best for you is fine. If you prefer to speak with someone, our Patient Services Team is always available to help with any prescription queries you may have.

**Q. How do I upload a photo?**

A. When you reach the relevant section of the form, you will see an option to upload files. Please follow the on-screen instructions to attach photos or documents that support your request.

**Q. Can I use this system to contact the surgery for routine or administrative queries?**

A. Yes. The system can be used for routine enquiries and administrative requests as well as appointment bookings.

**Q. I have taken part in the trial, and I have received notifications from the NHS app. Will these appointment requests be saved to my medical records?**

A. We want to reassure you that any appointment requests made during the trial phase will not be saved to your medical records. Before the new online appointment request system goes live on 1 July, we will remove all trial data from the system. This means none of the trial requests will be carried forward or recorded in your medical record.