

# Highcliffe Medical Centre FAQ's

## When are we open?

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The surgery is open from 08:00 – 18:30, Monday to Friday, with the phone lines open between 08:30 – 18:30 on these days.

## How do I request medical help?

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To request medical help, you can complete a SystmConnect request which can be found on our website (<https://www.highcliffemedicalcentre.co.uk>) or you can call our reception team.

## How do I order repeat prescriptions?

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Repeat prescriptions are not automatically sent to your pharmacy, all medications including those on a repeat prescription still need to be requested. It is the patient's responsibility to ensure they have made their own arrangements to request medications allowing 48 hours to be delivered to their nominated pharmacy. Prescription requests can be made online, in writing or via one of our approved apps (NHS app, SystmOnline, Airmid).

## What is SystmConnect?

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SystmConnect is the easiest, fastest way to get help from your GP practice. Easily get assistance for a medical problem, make an admin request, or receive online advice – all in one place. While you can still call the surgery, the online triage form through SystmConnect will ask you the same questions, streamlining the process. This is another option for our patients to use to contact us about a medical problem, admin request, or to ask a simple question.

## Enhanced Hours Service

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This weekend service is hosted by Christchurch PCN located at either Highcliffe Medical Centre or Christchurch Medical - Barn surgery between 09:00 and 17:00 (last appointment being at 16:30). The weekend clinics can be booked a few days prior by reception, through a call to 111, or we have a limited availability for walk-in appointments. Please note that as this service is an enhancement on our weekday clinics, not all of our usual services can be offered, and you may be asked to return later in the day if you are requesting a walk-in appointment.

## Apps to use for your health

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If you have access to the internet you can view your medical record and request repeat prescriptions for any medications you take regularly and look at your records online. Whilst you can still contact reception in person or via the telephone to access these services, using digital services are free and available 24/7/365. There are 3 different apps that we offer: Airmid, NHS App, and SystmOnline.

## Additional Information

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For instant updates on the surgery and health related news, follow us on Facebook:<https://www.facebook.com/HighcliffeMedicalCentre>

Highcliffe Medical Centre is a part of the Christchurch Primary Care Network which also includes Christchurch Medical Centre, Stour Surgery and Farmhouse Surgery. Primary care networks (PCNs) are groups of practices working together to focus local patient care.

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Website: <https://www.highcliffemedicalcentre.co.uk>