



Wolstanton Medical Centre

A part of Newcastle Central Primary Care Network
Palmerston Street, Newcastle-under-Lyme, Staffordshire ST5 8BN



At Wolstanton Medical Centre we are here for you. There are more ways than ever to access care from us. We outline here what they are.



Contact our team about non-urgent issues, advice and queries via our **Online Form** platform: <https://accurx.nhs.uk/patient-initiated/m83056> The information you submit will be assessed within two working days and sent to the most appropriate member of our team. This platform also signposts you to information about how a wide variety of health conditions can be managed.

Multiple services can be accessed, including prescription ordering and booking appointments, via the **NHS App** <https://www.nhs.uk/nhs-app/> To avoid queuing, we recommend checking the NHS App at 8:30am before contacting the surgery if you wish to make a non-urgent appointment.



You can speak to our reception team via telephone by calling 01782 627403. Telephone and video consultations are offered.* If, during a telephone or video consultation, it becomes clear a face-to-face appointment is required, this will be arranged for you in an appropriate time frame.



You can write to us. Please note, this is not an appropriate contact mechanism for urgent problems.



You can email us via wolstanton.medicalcentre@staffs.nhs.uk
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Visit our reception to discuss your needs. Not all problems need, or are most suited to, an appointment with a GP. Our receptionists will help to direct you to an appropriate professional, service and/or appointment.



Face-to-face appointments are offered in two ways: 1) those that can be booked in advance and 2) those that are released on the day for more urgent problems* For patients who are housebound, home visit appointments are available for urgent and routine issues.

SMS

While you cannot currently send an SMS without invitation from our team, our clinicians can provide follow up to your health problems and links to further information in this way.

To accommodate the access needs of our patients, we have introduced see-through face masks and medical record prompts to support us to meet the needs you have told us about (e.g. if you cannot manage the stairs or you find our waiting room environment is too noisy so we can support you to wait somewhere quieter). Please let us know how we can best help you.

*As ever, we can only offer appointments if they haven't already been booked