

THE PARK PRACTICE

IMPORTANT ANNOUNCEMENT

Dear Patients,

As part of the NHS's national digital transformation and upcoming changes to GP contracts regarding patient access (effective from **1st October 2025**), The Park Practice will be updating how appointments are booked.

We're introducing a **fully digital appointment system**, which some patients are already using. This marks a significant shift in how we deliver care—and we believe it will enhance both access and efficiency.

Demand for appointments has risen sharply in recent years. Like other Bromley practices, we must address capacity challenges to ensure safe, fair, and timely care for all.

Launching the Total Triage System

Starting **Monday 22nd September 2025**, we will move to a **Total Triage System**, as recommended by NHS England. This approach allows us to assess patient needs quickly and prioritise those who are most unwell.

How Does Total Triage Benefit You?

We understand change can be challenging, but we're confident this system will bring real improvements:

- **Clinical Need First:** Patients are prioritised by medical urgency—not by who contacts us first.
- **Right Clinician, Right Time:** You'll be matched with the most appropriate healthcare professional, reducing delays.
- **No More 8am Rush:** Requests can be submitted **Monday to Friday, 8:00am–6:30pm** (excluding Bank Holidays).
- **Improved Phone Access:** With more patients using digital channels, phone lines will be less busy—making it easier for those without internet access to reach us.

Our team will assist patients who cannot use digital tools by completing the online form for them—whether by phone or in person.

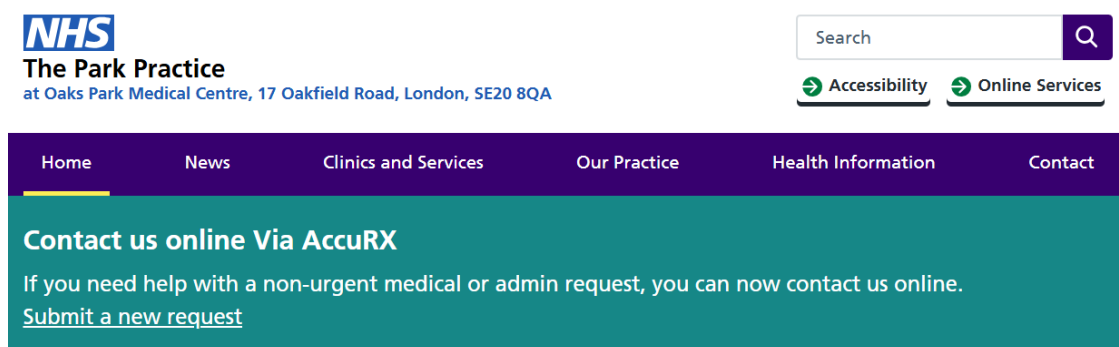
How to Use the New System

To request a Doctor’s appointment, please complete an **online medical request form**.

- Submit **one issue per form** and provide as much detail as possible.
- We will review your request and respond within **2 working days**.
- You may be directed to other services (e.g. pharmacy, physiotherapy, social prescribing) if more appropriate than a GP appointment.

Ways to Access the Online Form

1. **Practice Website** Visit www.parkpracticeanerley.co.uk where you will see a green banner that says, **“Contact us online via AccuRX”**. Click on **“Submit a new request”**, complete the form, and click **“Submit Request”**.



2. **NHS App** Go to the **Services** section and select **“Contact your GP about a health problem”**. Confirm it’s not an emergency, complete the **Medical Request** form, and click **“Submit Request”**.
3. **No Online Access?** Call or visit the surgery—our team will complete and submit the form on your behalf.
4. **Need Help Using the System?** Drop by the practice and a staff member will guide you through the process.

What Happens Next?

You'll receive a response within **2 working days** via **text, phone, or email**. Please ensure we have your **up-to-date contact details**.

Each request will be triaged to determine:

- The most suitable clinician
- The appropriate timeframe
- Whether the appointment should be in-person, by phone, or via the **Out of Hours service** (Penge PCN Enhanced Access Service Hubs)

We may contact you for follow-up questions to help prioritise urgent cases.

Admin Requests

You can also submit **administrative queries** (e.g. fit notes, test results) via the same system, Monday to Friday, 8:00am–6:30pm. These will be handled within **5 working days**.

Pharmacy First Scheme

You may be referred to your local pharmacist for common conditions. Pharmacists can now assess and prescribe treatments, including antibiotics. Learn more at:

<https://patient.info/news-and-features/pharmacy-first-getting-the-most-from-your-pharmacist>

We're Here to Help

Our team is committed to supporting you and your family throughout this transition. We'll ensure everyone feels confident using the new system over time.

Don't forget—you can also request repeat prescriptions and send messages via the **NHS App**. Download it here: <https://www.nhs.uk/nhs-app>