

Moss Valley Medical Practice

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Gosforth Valley Medical Practice

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June 2022

Dear Patients

We would like to update our patients about some changes that we are making to booking doctor's appointments at the practice. We are moving to a system where appointment requests are triaged by a doctor prior to booking. This means that we will need to collect more information from our patients at the time of requesting an appointment in order to make sure that you see the most appropriate person in the quickest possible time.

Our team now includes many different healthcare professionals who may be better placed to deal with your problem, freeing up GPs to deal with the most urgent and complex cases, whilst meeting increasing patient demand.

Therefore from next Tuesday 14th June patients will have two options to request an appointment. You can go on our practice website <https://www.thevalleysmedicalpartnership.nhs.uk/index.aspx> and fill in a new brief online form via a system called accuRx (which will replace eConsult). This service will be available 8am til 8pm Monday to Friday. Alternatively you can call the practice but will be asked the same questions as the online form. Whichever way you request your appointment, a GP will review this by the end of the next working day. If your query is urgent, or you have provided enough information, they may be able to deal with your query there and then, if not you may be asked to call back to arrange your appointment at a suitable time.

We hope these changes will mean that we can keep our wait times for routine appointments amongst the shortest in the area, as well as keeping continuity which we know that our patients value. The changes will also mean that those who need a face to face appointment will get these sooner, whilst still offering phone appointments for those who find these more convenient.

Please work with our team to give the receptionist that you speak to the information that they need to pass on to the doctors.

The Valleys Medical Partnership

Moss Valley Medical Practice & Gosforth Valley Medical Practice

- Dr L. Moss
- Dr R. Butler
- Dr V. Gupta
- Dr R. Handscombe
- Dr B. Marney
- Mr G. Williamson
- Dr T. Martin