

CHANGES FROM MONDAY 15TH MAY

Our surgery, and all GP practices nationally are under huge pressure. In the past most things had to be dealt with by your GP but today we have a team of skilled staff who can offer expert care leaving the doctors with more time to deal with more complex medical issues.

From Monday 15th all requests for a GP appointment will have to be made via our online consultation system (<https://florey accurx.com/p/B82105>) which you can access via our website and which will be open 8-6 Monday to Friday from next week.

If you cannot make an online request you can still call the surgery or come to the desk and the reception team will complete the form for you. The forms completed by the team will be added to those filled in online and dealt with in the same way. Forms can also be completed by a relative or carer.

All forms will be reviewed for urgency and same day appointments offered where needed. Routine problems will be reviewed on the same day if they are sent in the morning but non urgent forms received in the afternoon may not be contacted until the next working day. You may be asked to provide more information if the GP needs it, for example asked to send a photo or complete a questionnaire.

We will still have a service to deal with urgent care but this new assessment system will allow us to book those most in need an appointment within the next week and offer more routine appointments after that to patients whose problems are not time critical.

We will also be able to direct requests to more appropriate members of the team if necessary, for example the Nurse, Healthcare Assistant, Physiotherapist or Pharmacist.

In some cases we will provide information to self manage at home or ask you to use another NHS service such as a walk in clinic or Urgent Treatment Centre if they are more appropriate.

If you have seen a GP and it is clinically important that they see you for review the doctors will still have the ability to book these appointments.

