**FROME VALLEY MEDICAL CENTRE - INFORMATION FOR OUR PATIENTS**



Following your feedback, we have been looking at making changes to the way you access our services. Our hope is that by implementing the following, accessing the Practice will significantly improve and will be more responsive to your needs.

Please do remember however that whatever changes we make, demand for appointments is still outweighing the number of appointments that we have available and we therefore have to operate a strict triage system. This involves suggesting self care, checking the NHS Website for guidance, visiting, for example, Yate Minor Injuries Unit or a referral to a Pharmacist or a Clinician other than a GP. In an ideal world, we would give everyone an appointment with a GP, when they want one, but unfortunately this is just not possible.

We understand that it is incredibly frustrating having to telephone at 8.00 am to obtain an appointment. We are therefore asking you to submit a consultation online (for urgent and routine enquiries) where you have computer access. If you are unable to use a computer then you can still telephone us.

If you go to the Practice website: <https://www.fromevalley.nhs.uk>

you will be able to click on the Online Consultation Service blue button on the front page, which will take you to the online form.

The system will be available between the hours of 8.00 am and 5.00 pm Monday to Friday. We would ask that these on line submissions are made as early as possible so that we have time to triage effectively and can deal with any urgent needs on the same day.

This will relieve the pressure on our telephone lines meaning that those patients that are unable to use our online system, will be able to get through by telephone in a more timely manner.

Please make sure that you include as much information as possible on your online form, particularly what you have already tried to alleviate symptoms.

This electronic submission will be triaged in the same way as telephone calls are currently and you will be contacted and advised what will happen next/what to do next within two working days.

Where you are unable to access our services online, you should continue to call the Practice at 8.00 am and our Care Navigators will complete the process with you. Your submission will then be added to the same triaging system and you will be contacted as above.

**Patient Contact**



The majority of patient contact will still be via telephone as this enables us to deal with more patients each day. If our Clinician feels you need to be seen face to face they will then ask you to visit the Practice. If our Care Navigators feel that you should be seen face to face in the first instance, they will tell you.

**Home Visits**

If you require a home visit (for clinically housebound patients only) please telephone the Practice at 8.00 am to arrange this.

**Nurse Appointments**

Please telephone the Practice after 11.00 am to book an appointment.

**Online Appointments**

You can now book appointments for blood tests and smear tests on line through your NHS app or by selecting the Appointments blue button on our Website (you will need to have set up Patient Access to enable you to do this).

However, you should only book these appointments if a Clinician has requested that you have a blood test or you have received a letter inviting you for a smear.

**Repeat Prescriptions**

We would ask that you do not telephone the Practice to request your repeat prescriptions as we are unable to process them through this method. The quickest and safest way to do this is via the NHS app.

Or through the Prescription blue button on our Website. Again Patient Access will be required.

Alternatively you can drop your Repeat Prescription slip in the box at the Practice or contact your preferred Chemist. We would encourage you to sign up for one of the online services if you can, to help us in our desire to be an environmentally friendly practice.

**Patient Access**



To get started with this:

* Visit Reception and say that you wish to have Patient Access
* Fill out and sign a short form
	+ - Provide two forms of ID – one Photo ID and 1 Proof of Address
		- You will be provided with a username and password for you to log in and start enjoying the benefits of using this

**Other Requests**

You can also contact us via an online submission for other requests and services, for example:

* To obtain test results
* To request information on when you had certain treatment or vaccines
* To request private letters such as Fit to Travel/Fly, Carrying Medication while Travelling, Sports Medical, DVLA & Blue Badge supporting letters.
* To request a Fit Note Extension (please note that for a new Fit Note you will need to request an appointment with a GP)

**Please Note**

We would ask you to note that if you are advised that you will be contacted by a Clinician by telephone, they will try twice to contact you. If you miss the first phone call please do not call Reception but wait for a second call. If you also miss this second call then the Clinician will text you (if possible) to advise what action needs to be taken. If your need is considered routine, you will probably be asked to contact us again to arrange a further appointment. If you are unable to receive a text message, please do telephone us after the second phone call attempt is made. The clinician will have updated your records accordingly and our Care Navigators can tell you what you should do next – again, this may mean submitting a further request for an appointment.

We thank you for your patience and understanding whilst we work with this new system. It may need some tweaking and we will keep you updated with any changes that need to be made.

Please contact our Operations Manager, Jacqui Bath at Jacqui.bath@nhs.net if you wish to discuss these changes further or ask Reception to pass your details to her and she will give you a call.