

## Important Announcement for Our Patients

Dear patients,

We are excited to introduce you to our new **Appointment request system** at The Chorley Surgery.

### **What's changing?**

The way in which patients request a GP or ANP (Advanced Nurse Practitioner) appointment will change.

### **All other appointment requests will stay the same. (Nurse appointments, blood clinic etc.)**

Traditional ways of contacting your GP surgery often mean long phone queues. With the introduction of our new system, you will be able to avoid the queues by submitting a request online, making it easier for you to reach out to us. **This will apply to urgent and routine [GP/ANP](#) appointment requests ONLY.**




### **How Does It Work?**

By completing an online form via our website or using the NHS App, we can prioritise and action requests **quickly and fairly** ensuring that you receive the right level of care at the right place and the right time. All patients that contact the practice for a GP/ANP appointment will be directed to this online medical query form.

Once you have submitted your request, our triage team will assess your needs and decide on the most appropriate mode of care delivery for you. Depending on the outcome of your request, you may be contacted for more information, or you may receive a text with an appointment. Alternatively, you may be referred to the most appropriate service for you, for example: physiotherapy or the pharmacy.

If you do not have access to the internet or have a smart phone, **please do not worry**, our reception team will be more than happy to support and help complete your request on your behalf if needed.

### **Why the change?**

-  **Patient-Centred Care:** We match care delivery to your **specific needs**.
-  **Reduce Telephone Queues:** Completing a form means you **no longer** have to wait on the phone.
-  **Reducing Footfall:** By triaging patients, we minimise **unnecessary** visits to the practice.

### **How Can You Access this online medical query form?**

- You can complete the form by choosing 'Contact Us' within the NHS App
- You can visit our website home page and click 'contact us'.

**8<sup>th</sup> April-12<sup>th</sup> April**

**Our staff will be on hand to help set up the NHS App and show you where to access these forms on the internet. Just pop into the surgery between 9-3 and we will be happy to help!  
If you would like us to set up the NHS App for you, please ensure you bring your mobile phone with you.**

Our goal is to provide you with the best care while ensuring safety and efficiency. If you have any questions or need assistance, feel free to reach out to us as we are here to help.