



PATIENT NEWSLETTER

September 2025

NEW SYSTEM LAUNCHING 10TH SEPTEMBER 2025

We Have a New Way for you to Contact Us Right person, right time, first time!

1. **Same-Day Medical Request Screening**—Every medical request will be looked at and reviewed by a clinician on the same day you submit it.
2. **Improved Patient Access: Right Care, Right Time, First Time**—Our aim is to make sure you get the right medical care at the right time, the first time you contact us.
3. **No More Queues or First Come, First Served**—From 7:30am each day, patients with internet access will use our online form—easier and faster than phoning or visiting in person. Those unable to use the form will be able to contact us more easily, as queues on the phone and at the front desk will be reduced.

What is changing

Starting from **10th September**, we are changing how you contact and get help from the health centre. From this date, all requests for a GP appointment, as well as admin queries, will need to be submitted through a special form. You can find this form on our website or, if you are unable to use the internet, you can call us or visit the health centre in person and we will complete the form with you.

The form will enable you to tell your health story or detail your admin request. Depending upon the type of request, a clinician or a team member will review your form within one working day and assign it according to priority. You will then receive either an appointment, advice on the most appropriate service, or a response to your admin enquiry within the specified timeframe.

Why are we making this change?





NHS England has asked GP practices to introduce online systems that make it easier for patients to request appointments and improve the care you receive. Our team is working hard to meet these goals. By using the online request form to share important information about your needs, our clinicians can quickly decide the most appropriate care and support for you.

Here to help!

We are here to support you with these changes. If you need help filling out the request form, just ask, and a member of the reception team will be happy to assist you. Please be patient as we all adjust to this new system. Thank you for your understanding and support.

Do more with the NHS App!



-  Order repeat prescriptions
-  Use NHS 111 online
-  Find NHS services
-  View your GP health record

-  Get reminders and messages

And much more...

You can also use these services by logging in through the NHS website

Need help?

Get support in the app or visit nhs.uk/helpmeapp



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Remember to **TURN ON NOTIFICATIONS in the NHS App, so that you can receive messages from us .**

Opening Times & Contact Details

From 10th September, our form is available on the website from 7.30am to 4pm.

Our main telephone lines are open 8am to 6pm, Monday to Friday.

The surgery doors are open 8am to 6.30pm, Monday to Friday.

We also provide enhanced access services, 7am—8am Monday to Friday; and 6.30pm to 8pm Wednesday and Thursday evening.

Telephone Number:
01296 310940

Website:
www.berrycroftcommunityhealthcentre.co.uk