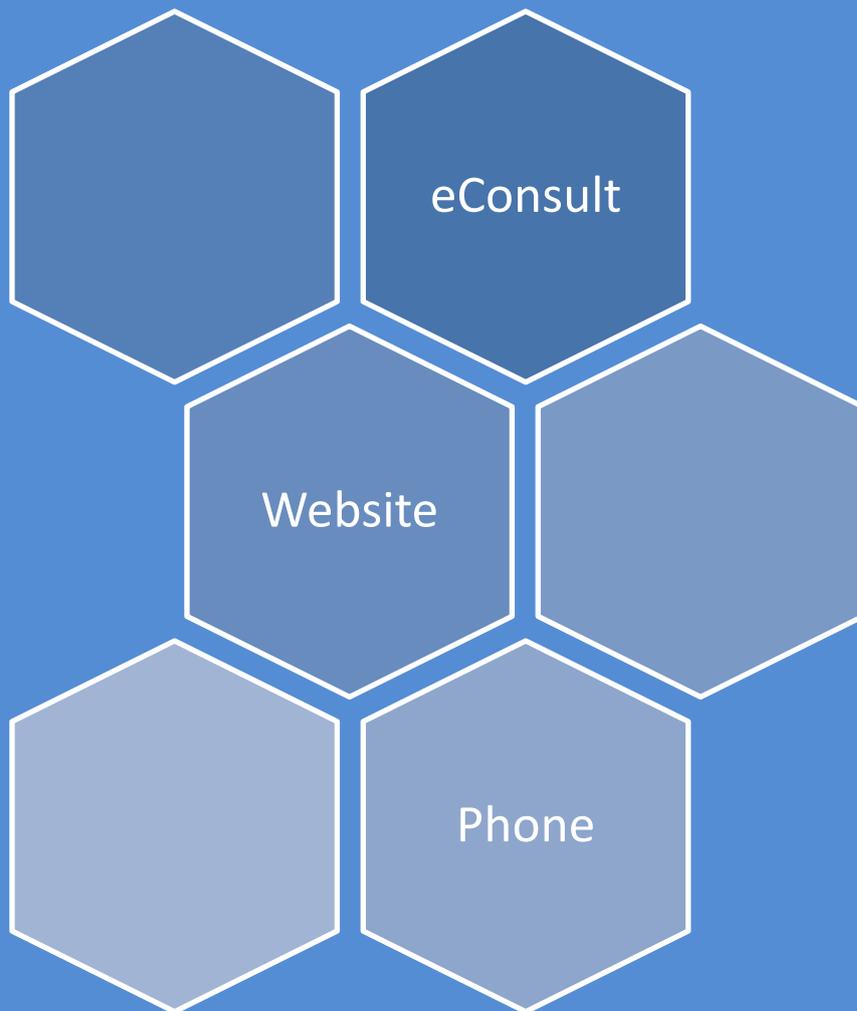




ABBKEYWELL

SURGERY



We are changing our GP appointment system.

Our goal is to increase **efficiency, convenience** and **continuity** when interacting with our services and consulting with our GPs.

If you would like to discuss your condition or symptom with a GP, we aim for you to receive an answer the same day as a “patient contact” (either in an appointment or a call/text).

Using digital platforms, like eConsult and our website, we want to greatly reduce long wait times for answers you need now. From **17th June** we are not offering future appointments with a GP. Every medical query you have will be dealt with, as a patient contact, on the same day or within 2 working days by a GP that you have requested*.

Please be aware that you will still be able to book future nurse/phlebotomy/HCA and chronic condition appointments.

*Depending on GP availability



ABBEYWELL SURGERY

- Visit www.abbeywellsurgery.co.uk
- Click on “eConsult” on the left banner
- Choose one of the three options

I want help for my condition >

Get advice about specific conditions like **back pain**, **coughs**, **mental health concerns** and more

I want administrative help >

Request **sick notes and GP letters** or ask about **recent tests**

I want general advice >

Get advice about general symptoms like **tiredness**, **bleeding**, **pain** or **weakness**

- Receive a response from a member of the team within two working days

- eConsult –

How it works

1

Submit a form regarding your symptoms
or request

2

Our GPs will decide on the best
treatment for you

3

We will contact you via phone, text or
email within 2 working days



ABBEYWELL SURGERY

Call the surgery directly on

01794 512 218

We will endeavour to answer your call as quickly as possible.

Since the formation of the Abbeywell practice, the Patient Participation Group Committee has met regularly with the Practice management and the senior Partner to discuss matters of importance to the patients. Whilst Abbeywell has an enviable record of responding to all appropriate patients on an “on the day” basis there has been mutual recognition of the frustrations felt by patients both trying to contact the surgery by telephone and also securing appointments in shorter time scale.

In an attempt to address these problems and in common with surgeries both locally and nationally, Abbeywell is adopting a two pronged approach and is seeking your cooperation and support. Firstly by encouraging the use of eConsult and secondly by the use of a Triage System that will signpost patients to the most appropriate health professional, providing the appropriate assistance and support without the need always for face to face GP consultations.

PPG Members have confirmed that these formats have been very well received by patients elsewhere in Hampshire and very significantly free up appointments for those in need. I hope you will feel able to support and assist the surgery staff and fellow patients in the implementation of the revised appointment System which clearly will have benefits for both the patients and the practice.

The PPG appreciate any new system often requires a change in routine so we ask you all to be patient patients on its introduction. Thank-you

A handwritten signature in white ink that reads "D A Reading". The signature is written in a cursive, flowing style.

D A Reading. PPG Chair.