

Advanced Warning Appointment System Change

We will be changing our appointment system and how you can contact the surgery, in October 2021.

Along with several of our neighbouring practices we will be moving to an online automated triage system called **Klinik**.

All patients with access to the internet will be asked to use this system. You can take care of all your health concerns online: request appointments, get sick notes, cancel or change an appointment, etc.

For those patients who do not have access to the internet, you will still be able to phone the surgery, but a member of our Patient Adviser Team will complete the online system for you, even if you visit the surgery.

WHY ARE WE DOING THIS?

- We have listened to your feedback and recognise the difficulties patients have in telephoning the surgery.
- We are concerned patients who require urgent medical assistance cannot get through to us.
- We want to make sure patients are seen at the right time, by the right person, which may not be a GP.
- We want to improve working conditions for our staff.

WHAT ARE THE BENEFITS?

- Easier and quicker than calling the surgery, no long telephone queue waits or not being able to get through to us.
- Emergency and Urgent problems will be triaged by our team of GP's, and will be prioritised.
- You can provide more information about your problem.
- You can receive email or text advice if you prefer.
- You can state when you are not available for an appointment or not contactable.
- Using Klinik reduces waiting times and provides faster access to the right treatment.

Look out for the banner on our website www.leatsidehealthcentre.co.uk