



# HOW TO CONTACT THE PRACTICE

From 2<sup>nd</sup> March 2026



## 🕒 NON URGENT REQUESTS

For non-urgent requests, our preferred option is for patients to **contact us online**. Patients can **telephone** or **attend in person** if they do not have access to the internet.

You can request:

- **Routine appointments (GP & Nurse)**
- **Prescriptions**
- **Test results**
- **Sick notes**
- **Letters and other admin requests**

📱 Scan the **QR code** or

🌐 Use the **online link**

Your request will be reviewed **by a doctor or clinician**, who will:

- Contact you with advice, or
- Arrange an appointment, or
- Direct you to the most appropriate service

## 🚑 URGENT REQUESTS

If your problem is urgent, please:

- **Telephone** the practice, or
- **Attend in person**

Your request will be reviewed by a **doctor or clinician** who will decide the most appropriate care for you.

## ✅ WHY WE USE CLINICAL TRIAGE

- Ensures patients are seen by the right clinician
- Helps us respond more quickly
- Keeps appointments available for those who need them most



Online request (non urgent), call or attend in person (online preferred)



Clinician triages the request



Clinician/Care Navigator will be in touch to direct you to the most appropriate service



SCAN QR CODE

