**NORTH SWINDON PRACTICE**

**Introducing**

**ENGAGE CONSULT**

**CHANGES TO THE APPOINTMENT**

**\*\*IMPORTANT INFORMATION FOR PATIENTS\*\***

**FROM 18th NOVEMBER 2020 THE WAY IN WHICH PATIENTS CONTACT THE SURGERY AND BOOK APPOINTMENTS WILL BE CHANGING**

From **Wednesday 18th November**, instead of ringing us or coming into the practice, we will be asking you to visit our website and fill in a simple online consultation form which will help you to obtain the advice, treatment and appointments you need. You will also have access to lots of useful healthcare information and advice.



In the period running up to this change, with effect from **Wednesday 4th November 2020,** please be advised we will be limiting the number of pre-bookable appointments whilst we are working on setting up the new system.

You will be able to send in your online request at any time. Your enquiry will then be dealt with by the most appropriate member of staff who will contact you via phone, text or email. From the **18th November 2020** you will be able to access the form on our website:

<https://www.homegroundsurgery.nhs.uk/>

**If you are unable to use or access the online form then please contact the surgery in the usual way and a member of our staff will complete the request with you.**

Between Monday and Friday we will respond within 2 working days. Requests submitted after 4.00pm on Friday will be reviewed on Monday.  **It is important that if you have a serious medical problem over the weekend/ Bank Holiday, that you contact Out‑of-Hours (111) or Emergency Services (999) in the usual way.**

**Submitted online consultation forms will be reviewed throughout the day and if a member of our clinical team feels it is necessary to contact you as a priority we will be in touch as soon as possible.**

Once you have submitted a form please do try to answer our call as this will save our team needing to make repeated call backs and will help our system run more efficiently.

**Benefits to Patients Using Engage Consult:**

* Convenient, easy access at a time to suit you.
* No long waits for the ‘phone to be answered.
* Patients are prioritised by clinical need rather than on a first-come-first-served basis.
* You can submit an enquiry at any time.
* You will be routed to the right service to provide the help that you need at the right time.
* Self-management advice and information on a whole range of healthcare topics will be available and easily accessed.

**These changes are being made to improve our access and to help our patients to gain the most appropriate advice and assistance.**

**Thank you for your patience and understanding whilst we are getting the new system up and running.**