

Patient Newsletter

The Robert Darbishire Practice, The Whitswood Practice and New Bank Health Centre

UPDATE ON APPOINTMENTS

In our May newsletter, we told you about some of the changes we'd had to make to the way we work to keep us all safe.

We're still dealing with as many patients as we can over the telephone, but if the GP feels you need to come in, your appointment will now be at the practice where you are registered.

All face to face appointments with our nurses are also being held at the practice where you are registered.

If you are given a face to face appointment, please remember:

Wear a face covering

We can only allow the patient and one carer to come in

Use the intercom at the main entrance when you arrive

Follow the instructions given by the staff

There are no toilet facilities

Tired of waiting on the telephone?

Contact us on-line!

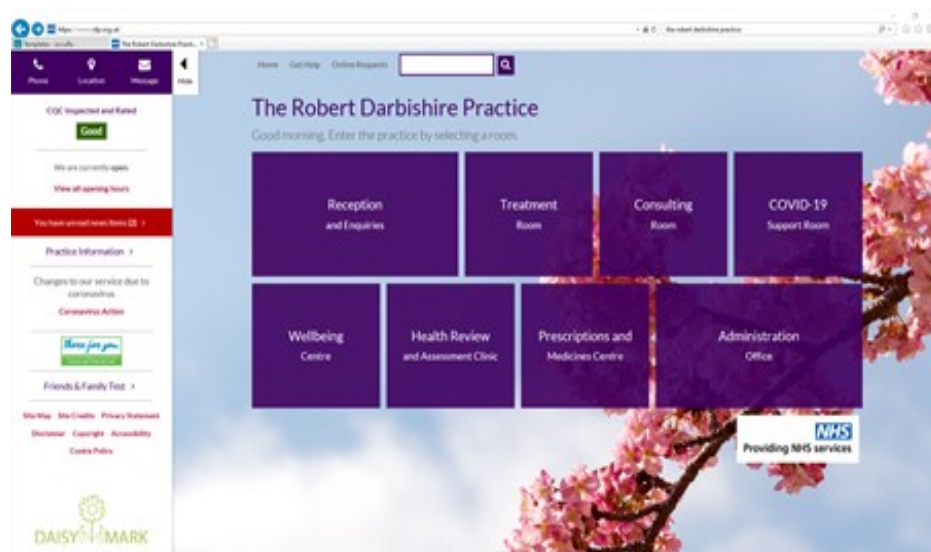


If you want to make an appointment with a GP or a nurse, request a sick note or a letter or just ask us a question, you don't now need queue on the phones or even wait until we're open—you can contact us through our new practice websites.

Since the beginning of July, we've changed the websites for our three practices to make it easier for patients to contact us for **all routine queries and appointments**. And since we've made those changes, we've received 8,203 contacts from patients. This is great!

So how does it work?

Just go to the website for the practice where you are registered.



Find the online form for the service you need. Most of the forms you'll ever need are in 'reception and enquiries' room on the home page!

Fill out the form, making sure that all your personal details and contact details are correct and providing as much information as you can. If you want an appointment, please let us know the best days and times when you're available.

Click 'submit' - that's it!

Contact us on-line: Some frequently asked questions



I don't have a smartphone or a computer. What do I do?

If you can't access the internet, you could ask a family member to help you. If not, don't worry—please just phone us when we're open and one of our reception staff will be happy to help.

How quickly do you get back to me?

We aim to deal with requests for appointments within 1 working day, but any appointment requests that come through after 5pm or on a non-working day will be dealt with on the next working day. Please try and contact us on the day you need an appointment, and before 5pm!

We aim to deal with other requests and queries within 2 working days. We may need to send you a secure message about your request, so please do check your e-mails regularly.

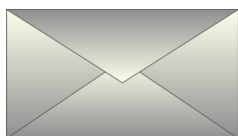
Is my personal information safe?

Yes! Any information you send to us or we send to you through the practice website is done through a secure link.

And when we receive your form, we check all the personal details on the form against our records before we do anything to make sure that we're dealing with the right person. This is why it's so important for you to make sure your personal details are correct on the form—if any of the details don't match up, we'll have to contact you to double check before we can do anything with your query.

What do you think of this new online service?

Please let us know by clicking on 'message' at the top of the practice website homepage and filling in the 'contact the practice' form that comes up.



You can find our practice websites at:

The Robert Darbshire Practice: rdp.org.uk/

The Whitswood Practice: whitswood.nhs.uk/

New Bank Health Centre: newbank.nhs.uk/

Don't forget other on-line services

If you need to order repeat prescriptions or you'd like to view test results, you can do all this by downloading the **NHS App**.

It's free and really easy to use!

Order repeat prescriptions

See your available medications and request repeat prescriptions

