**From March 2025 we are changing the way we book appointments**

**and we need your help!**

We are asking for all patients with internet access to contact us using **ASKMYGP.**

**ASKMYGP** will remain open 24 hours a day for general queries, ordering prescriptions.

**For appointment and medical problems:**

We will respond on the same day BETWEEN 8AM and 2PM - if it is urgent after this time and cannot wait until the next day please call us or as always if there are any life threatening symptoms please call 999.

**WHY ARE WE CHANGING THIS?**

* To help you get the right care at the most appropriate time.
* All appointment requests are triaged within 3 hours (unless after 2pm)
* Ensures those patients with more urgent medical needs are seen as a priority.
* Avoid long waiting times on the phone.
* Ensure continuity with the same clinician where possible for ongoing problems if that is what you request.
* Gives all patients equitable/fair access regardless of the route of contact.

**DONT HAVE INTERNET ACCESS?**

Do not worry, for those who do not have online access or are unable to use this system you can call our care navigators (reception team) who will create a request on your behalf.

Anyone struggling to use **ASKMYGP** can get help from the practice team.

To access **ASKMYGP** please follow the link on our website:

[www.familymedicalgolborne.nhs.uk](http://www.familymedicalgolborne.nhs.uk) – under **ASKMYGP get help now!**

Thank you as always for your continued support.

