

Update from Sheepcot Medical Centre

NHS

Contact us online

Submit a new request



Fri 16th June 2023



As you all know, we introduced a new way of triaging and booking appointments back in May. This service was created to ensure equal access to all patients and to be able to direct each patient to the most appropriate pathway of care. At Sheepcot we have Doctors, Nurses, HCA's, A Paramedic, Clinical Pharmacists, A Mental Health worker and Social Prescribers, so we will be able to direct your need to the correct person.

The forms are carefully monitored by a team that's made up of Senior Care Co-ordinators and Clinician's and patients are responded to within 48 working hours of completing the form.

Due to the success of this, Sheepcot Medical Centre has decided that from Monday 3rd July all Doctor appointments, Admin Requests and Medical queries will be done using this form.



How do you request an appointment/submit an admin query

- Open the link from our website or via your NHS app
 - Select either Admin or Medical request
- Write the request and include as much information as possible
 - Confirm how you want to be contacted
 - A member of the team will be in touch



What does this mean for you?

NO more lengthy call queues and waiting times

- Those that are unable to complete the form for genuine reasons beyond their control will be able to contact reception who will complete the form on their behalf.
 - No Doctor appointments will be made over the phone or by coming into the practice.
- If you need to book an appointment with the nursing team, you can complete the form OR you will still be able to book these over the phone or in the practice.

We really believe that this is the best way moving forward. We ask for your support and patience when speaking to our reception staff as they navigate through this change with you.

Thank you, Dr Jackson, Dr Saad & Dr Lwin