



Answers to your Queries

We are aware that some of you have shared your concerns regarding the announcement made on Friday on social media, so we want to answer some of your queries.

Firstly, we have been using this online form since April 1st, 2023, initially as an overflow for when the appointments were fully booked. The form is very straight forward to complete and hundreds of our patients are already using it. We have received some fantastic feedback regarding the efficiency of this process.

As our poster stated, we will support any person that is unable to complete the form for genuine reasons. Our reception team will gladly complete the forms on the behalf of any patient that is unable to do so.

- Urgent cases – If you feel you need to speak to us rather than 999 with an urgent issue, i.e. Chest Pains, Stroke symptoms, Shortness of breath, very unwell children – Please still call us. The receptionist will be able to manage your query and follow the protocol set by the Partners.

This system is designed to ensure patients who most need an appointment can get one.

- We have a dedicated team that will be supporting this system and we aim to contact all patients back on the same day. This means any minor illness i.e., Chest inf, Sore throats, Lumps and bumps, Medication queries will be read and assessed by a team which includes clinical input and then offered an appointment within an appropriate time frame or directed to the most suitable service.
- You will also be completing this form for any Admin/referral/ Fit note requests.
- The form will allow you to include as much information as you can, however we will only deal with one problem at a time.
- Once the form has been triaged, you will receive a text message informing you how we are dealing with your request, this may include offering you an appointment, sending you a booking link to book your own appointment, referring you to your local pharmacist or confirming your request has been received and actioned.

If you wish to find out any more information, any questions or provide some feedback, please do so via our PPG team on this email address - ppgsmc@gmail.com.