



Sheepcot Medical Centre

Important Patient Update: Changes to GP Contract and Services at Sheepcot Medical Centre

In July 2023 Sheepcot Medical Centre became a total triage practice using an online triage form to book all patient GP appointments. From Wednesday 1st October, Sheepcot Medical Centre will be making some further changes to reflect the new GP contract. We want to reassure you that we remain committed to supporting our patients and ensuring you have timely access to the care you need.

What's changing?

- **Patient Online Triage Forms:**
 - Available **Monday to Friday, 8am–6.30pm**.
 - Once submitted, you will receive a response within **1 working day**, although we will aim to respond on the **same day wherever possible**.
- **Booking Appointments:**
 - After triage, you will receive a **text message with a self-booking link**.
 - This allows you to book an appointment at a time that suits you within the slots available: **within 48 hours, 1 week, or 2 weeks**.
- **Same-Day Urgent Appointments:**
 - If your request is assessed as requiring urgent attention, you will be offered an **on-the-day appointment** with one of our GPs.
- **Signposting to Other Services:**
 - In some cases, it may be more clinically appropriate for you to be directed to another service, such as:
 - Our **Community Pharmacy Team**, who can treat a wide range of common conditions.
 - The **Urgent Care Centre**.
 - **Accident & Emergency (A&E)**, where necessary.

What this means for you

These changes are designed to make access to our services clearer, quicker, and more convenient, while ensuring you are directed to the **right professional, at the right time**.

At Sheepcot Medical Centre, our priority continues to be **delivering safe, effective, and accessible care** for all our patients. We appreciate your support and understanding as we implement these improvements.