

The new appointment system went online on 6 November 2023. The system will be available via the NHS app or the HC website <https://deddingtonhealthcentre.co.uk>.

All non-urgent requests

After entering information about your requirements, keeping it clear, concise and accurate because it forms part of your medical record, a GP will review the request (triage) and signpost you to the most appropriate team member. If you need to be seen face-to-face you will receive a link to make an appointment. You may have a telephone consultation or be signposted to another member of the clinical team. Electronic requests will be the quickest way to get a non-urgent appointment or solution to other queries.

Urgent medical requests

You can still use the online service and mark it urgent where it will be reviewed by a GP. If it is a medical emergency that does not need 999 but a same day appointment, you can call the HC on 01869 338611 where the Patient Services Team will complete the triage form. A GP will decide whether a same day appointment is required. It may be face-to-face or by telephone and will be with the healthcare professional identified by the GP. If the GP does not feel your request needs to be dealt with on the same day, they will review it along with other requests, with the aim of responding within two working days.

If you can't use the online service

You can call the practice and the Patient Services Team will complete the online request form for you. This will be put into the system with all the requests submitted by patients using the online service. If you have someone who can help by going online to use the service on your behalf, this may speed up the request and save a telephone call. However, the team is there to complete the appointment request for you.

GPs will prioritise urgent medical requests first and will then review all other requests in the order they were submitted to the system. Calling the practice will not result in a quicker solution for non-urgent requests.

The aim is to improve access for the centre's 12,500 patients, improve patient care, reduce the 8.00am rush and improve staff wellbeing.

This will be a new system for you and the centre's teams and they ask for your patience whilst we all get used to it. They are grateful for your continued support in what have been the most challenging of times.