

# Wallingbrook Health Group

Chulmleigh • Winkleigh

Dr Will Sherlock • Ms Karen Acott • Dr Deepun Gosrani  
Dr James Jarvie • Dr Matt Owen • Mrs Lucy Harris

## **\*\*UPDATE TO THIS WEEK'S PATIENT LETTER\*\***

This week, we've sent all patients a letter regarding changes that have been made to the way GP appointments are arranged at this practice.

If you haven't yet received the letter, it should arrive in the next few days. Or, you can read it on our website <https://www.wallingbrook.co.uk/index.aspx?p=L83025>

### **1. You can still phone the surgery.**

Instead of making appointments on request, we've introduced a system that will make it quicker and easier to get our patients the help they need. If you're unable to (or don't want to) fill out an eConsult form online, you can still phone the surgery (or walk in) as you have done before. If you choose to do so, a member of the team will ask you some questions about your condition and fill out a form on your behalf. You will also be able to complete an eConsult form in person at any of the practice's two sites (Chulmleigh and Winkleigh).

### **2. This change will mean you will now see the most appropriate healthcare professional for your needs at the earliest opportunity**

Our GPs will review the submitted information throughout the day and quickly identify the patients with the most urgent needs who need to be seen soonest, these patients will be contacted promptly. The practice will contact the patients to arrange an appointment.

All submitted online requests will be responded to with the most appropriate care by the end of the next working day.

Our GPs have found that some of the consultations they currently undertake face-to-face could often have been dealt with over the telephone or by email. There are often occasions where it is more appropriate for our patients to see another member of the clinical team, such as a practice nurse. By introducing the option for online access, the wait to see your usual GP will reduce.

### **3. Why are we making the change?**

Feedback has shown us that our patients feel they often wait too long for a GP appointment and spend too long on the phone trying to book an appointment.

The UK is experiencing a shortage of GPs and as a practice we need to make the best use of GPs' time and prioritise the care of patients who need it most.

Correspondence to: Wallingbrook Health Centre, Back Lane, Chulmleigh, Devon, EX18 7DL.  
Tel 01769 580295.

VAT Registration Number 879082282

\*Please note that all calls to and from the surgery are recorded and may be monitored for quality and training purposes.

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[www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)

We also know that people increasingly use technology to access services in a way that is quicker and more convenient for them. We want to offer that option to our patients too.

#### **4. All GP practices will be required to offer the option of online access to GP services over the next 12 months**

There is a national move to improve access to GP practices and many patients want to use a digital service that is more convenient for them. In fact, all GP surgeries in England will offer online access to their GP services by 2021.

Over 1,300 practices in the UK (and most of the practices in Devon) already offer online consultations and more than a million patients have submitted online consultation forms across the country.

If you'd like more information, please call us on 01769 580295 or contact us via our website [www.wallingbrook.co.uk](http://www.wallingbrook.co.uk)

Thank you,

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