



GP Online Triage coming soon....

New Appointment System from Monday, 4 March 2019

Exciting news, new appointment system starts Monday, 4 March 2019. We are moving our services online, medical advice and GP appointment requests should be made via our website. Please visit www.stlukesmedicalpractice.co.uk and click **GP Online Triage**.

Our open access clinic will cease. The last open access clinic will be Friday, 1 March 2019. From Monday, 4 March **all GP** appointment requests will be processed online via GP Online Triage on our website. If you do not have access to the internet, please phone our Patient Care Advisers who will be able to help you.

Our appointments book will close during the transition period and our Patient Care Advisers will advise you if you have any queries. There is no change to our current system for booking appointments with the Practice Nurses.

We appreciate your patience, understanding and support during the transition period.

Following valuable feedback from patients and carers the aims of our appointment system review are to:

- Improve patient care
- Empower our patients
- Reduce unnecessary worry
- Use the full skills and experience of the various other health care team members
- Allow rapid access to GP for those with potentially serious medical problems
- Allow for longer GP appointments for complex patients
- Reduce overall waiting time for GP appointments

8 February 2019