

# **THE WAY YOU CONTACT US IS CHANGING**

**ON TUESDAY 7<sup>TH</sup> NOVEMBER, WE WILL BE A DIGITAL FIRST PRACTICE. THIS MEANS BOTH CLINICAL AND ADMINISTRATIVE QUERIES SHOULD BE SENT TO US VIA OUR ONLINE CONSULTATION TOOL ON OUR WEBSITE:**

**[WWW.HONITONSURGERY.NHS.UK](http://WWW.HONITONSURGERY.NHS.UK)**

For a medical issue or for booking an appointment Accurx online consultation tool will be available from 8am - 3pm Monday - Friday.

If you complete an online consultation for medical issue before 3pm, we aim to contact you on **same working day**.

For other queries (for example sick note, results, or prescription requests) the online tool will be available from 8am - 6pm Monday-Friday and we will respond within **three working days**.

We have listened to patients about the challenges you are experiencing with regards to increasing need for services, available staff and the length of time queuing on the phones. We believe that Accurx online consultation is the most effective way that we can sustain a safe and accessible service for our patients. Your online consultation will be reviewed, and an appropriate course of action will be taken. This is to ensure that your request is addressed by the right person at the right time, making this a better and more efficient experience for you.

We appreciate that this is going to be a big change for patients; it's also going to be a big change for everyone at Honiton Surgery. While we are adjusting to this new system and changes, we would like to ask everyone to please be patient with our staff. Calls may take a little bit longer to begin with, so we encourage anyone who is able to go online to complete an online consultation for themselves to please do so. You can also complete requests on behalf of someone else, such as a child, or someone you care for. Co-operating in this way will free up the phone lines for patients who simply cannot get online to do this themselves. Please be assured that we are continually striving to provide an excellent service despite significant pressures on the whole NHS at this time. We are grateful for any patient feedback, particularly if this allows us to improve our service, but please be aware, we have advised all staff to follow our zero-tolerance policy when faced with inappropriate behaviour or abuse of any kind.