**Important – Changes to appointment system**

As part of our ongoing efforts to enhance patient care and improve access to healthcare services, we are changing the way we offer appointments.

Starting from Monday 25th September 2023, all Doctors and Advanced Nurse Practitioner appointments at our Practice will require patients to use the AccuRx platform to request appointments, where you will be asked a short series of questions relating to your medical concern. This form is accessible on our website weekdays between 7am – 11am, (7am – 10am on Thursdays). We are unable to deal with these requests outside of this timeframe.

These requests will be reviewed by a doctor within 24 hours, and you will receive an outcome, which will usually come via the form of a text message which may contain a link to self-book the appropriate appointment within a specified timeframe. Depending on your medical problem, this will be either a Same Day appointment, an appointment within 7 days (Priority Routine) or an appointment within 14 days (Routine). You may be directed to other appropriate services. This offers a convenient and efficient way for you to select a suitable appointment time within the triaged date range for your specific medical request.

Here’s how the new appointment booking process will work:

- Visit our practice website: [www.handsworthmedicalpractice.co.uk](http://www.handsworthmedicalpractice.co.uk)

- Click on the ‘Contact Us Online’ banner on our homepage and click on the ‘submit a request’ button

- If you require an appointment, you will be sent a time appropriate self-bookable link to book an appointment based on our doctor’s triage, you can then select a time and date that works for you

Prescription requests and admin queries can be submitted all day Monday to Friday, except on bank holidays.

We understand that not everyone may have internet access or is able to fill out the form. In such cases, we assure you that our phone lines will remain open, and we can assist you. You can call the Practice on 0114 2697505 or come into reception, and our reception team will be available to assist you and may be able to complete the form on your behalf.

We believe that the implementation of the AccuRx platform will greatly benefit our patients by reducing waiting times and providing greater convenience in managing your healthcare needs. We appreciate your co-operation as we transition to this new system.

Thank you in advance for your understanding.

**Handsworth Medical Practice**