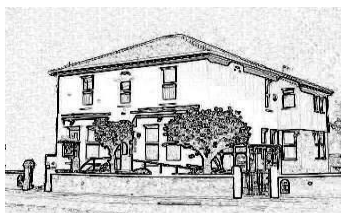


The Family Surgery

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Dear Patient,

We know that booking an appointment in general practice can sometimes be frustrating, and we're planning improvements. We've looked closely at how appointments are requested and our ability to meet demand. To bridge the gap between capacity and demand we are working towards a Modern General Practice Access model of digital triage-first.

Please see our website for more information on the NHS England Modern General Practice Access model.

What We've Learned from You

We've reviewed the number of calls and appointment requests we receive and compared that with the number of available appointments. We have also looked at the types of services you need and which healthcare professionals are best suited to provide them.

We found:

- Many calls come in at the same time, especially Monday, Tuesday and Friday mornings, which creates delays.
- Not all appointment requests need a GP or require face to face—some can be handled by other highly trained healthcare professionals, and some can be managed by a call or a digital response.
- You've shared that it's often hard to get through on the phone or to get the appointment you need. Requesting your appointment digitally will remove the need to join an early morning call queue to request an appointment.

We've included more information on our data collection on our website.

What We're Asking from You

We kindly ask for two things:

1. **Let our Care Navigation Team help you.**
They are trained to guide you to the most appropriate healthcare professional. It might not always be a GP, but it will be the most suitable clinician for your problem.
2. **Use our new online system starting 4th August 2025 – Register with Patches Online as soon as possible.**
We are moving to a new system called **digital triage-first**. This means:
 - If you need an appointment, you will be asked to go online between **7:30am and 3:00pm**, Monday to Friday, and fill in a short form using **Patches**. This can be accessed via our website, you will be required to register the first time you use Patches, but once set up, you can login and manage all future appointment requests from there.
 - Our clinical triage team will review the digital consultation and decide the best course of action based on your clinical need. It may take up to **2 working days** to deal with your request although we will try to resolve most issues on the same day.

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If you can't use the internet, don't worry!

We understand that not all patients are digitally enabled and may struggle to submit a digital consultation. You can still call us, and our care navigation team will ask the same questions in the same way that the digital consultation tool does over the phone, and they will then pass the information to our clinical triage team.

Next Steps for You

- Please use **Patches** for all appointment requests, prescription queries and admin requests e.g. fit notes.
 - For routine appointments like annual reviews, we'll contact you directly so you can book without calling by using a self-book link.
 - **Register for the NHS App** so you can:
 - View test results
 - Order repeat prescriptions
 - Book and cancel appointments
 - See your health record
-

Our Promise to You

If you support us by using these new systems, here's what you can expect:

- A more reliable and consistent service—no more early morning rush to join a call queue to book appointments.
 - Timely access to the **right** clinician for your needs.
 - We will recruit healthcare professionals based on the actual needs of our patients. By working together to adjust our clinical model, we will bring in the right clinicians and other professionals, so you won't have to call us again another day.
 - Sometimes, we may recommend that you see another appropriate service, such as a pharmacy or optician. We may book you into the extended hours service, who provide all primary care services for patients who require appointments outside of working hours.
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We are asking all our patients to register and start using Patches as soon as they can before the 4th August 2025. When registering for Patches, there is a help section on how to register and how to log in if needed. We will also be holding drop-in sessions at the practice to help assist patients who require support to register for Patches, and who would like to be shown how it works.

Drop-In Sessions:

Thursday 26th June 2025 – 10am – 12pm
Thursday 10th July 2025 – 4pm – 6pm
Tuesday 22nd July 2025 – 10am – 12pm

Thank you for your understanding and cooperation.

Yours sincerely,

Dr R Caudwell, Dr S Biswas & The Family Surgery Practice Team