

## **Your Guide to Getting the Best from Your GP Surgery**

This leaflet explains how to access our services and helps you get the right care, from the right professional, at the right time. It also shows how you can keep your information up to date so we can continue to support you in the best possible way.

### **Help us to help you**

To make sure we can contact you about appointments and important updates, please check that we have your correct phone number, email address and home address.

Your details can be updated using:

- The NHS App
- Our online form: [Change of Personal Details - Rothwell and Desborough Healthcare Group](#)

If you have any communication needs, please contact the surgery to let us know.

### **Why use the NHS App?**

The NHS App is a simple and secure way to access many NHS services from your phone or tablet:

- Order repeat prescriptions.
- View test results and your medical record
- Request appointments.
- Receive messages from your GP surgery.
- Access trusted NHS health advice.

Turn on notifications so you don't miss important messages.

Please turn on notifications in the app:

- 1** Open the **NHS App**
- 2** Tap the **account icon** (top corner)
- 3** Go to **Settings**, then **Notifications**
- 4** Tap **“Go to device settings”** and switch on notifications for the NHS App

Reopen the app to make sure it's saved.

## **Our Practice Team**

When you contact the practice, you will be speaking to a member of our trained patient services team, there's so much more they do than answer phones. Our patient services team are often the first point of contact and play a vital role in patient care, even if you don't always see it.

Please be kind and patient with them. They work incredibly hard to help everyone as best they can.

## **Our Clinical Teams**

GP practices now offer care from a wide range of health professionals. This helps you get the support you need quickly and appropriately.

You may be offered an appointment with:

### **First Contact Physiotherapists**

For muscle, joint or back problems. They can organise tests (such as X-rays and blood tests) and refer you to specialists if needed.

### **Clinical Pharmacists**

Experts in medicines. They help with medication reviews, prescriptions, side effects and long-term conditions.

### **Paramedics**

Skilled in assessing and managing urgent or acute conditions.

### **GP Registrars & Medical Students**

We are a training practice, which means qualified doctors and medical students may work with our GPs as part of their training, always under supervision.

## **Requesting an Appointment**

### **GP Appointments – For Medical Issues Only**

If you need help from a GP or clinician for a new or ongoing medical concern, please complete our online triage form.

- Open Monday–Friday, 07:30–09:00
- GP Triage Form: <https://accurx.nhs.uk/patient-initiated/K83021>
- Submit one form per patient, including all relevant medical details
- You will be contacted within 24 working hours (not including weekends or bank holidays)
- Please do not call to chase your form unless it has been more than 24 hours
- If you submit outside triage hours or use the wrong form, you'll be asked to resubmit the next working day

## **Admin and Routine Care Requests**

For non-urgent or routine matters, use our **Admin Request Form** for:

- Repeat prescriptions
- Fit notes (sick notes)
- Routine care appointments - e.g. long-term condition reviews, medication reviews, vaccinations, wound care, smears, contraception
- Checking test results — please use the NHS App: <https://www.nhs.uk/nhs-app/>
- General admin queries
- Available Monday–Friday, 08:00–18:30
- Admin Form: [Contact us about your request - Accurx Patient Portal](#)

## **Home Visits**

Home visits are not routine. A doctor can see several patients at the surgery in the time it takes to do one home visit, so please consider whether you can safely attend the practice.

### **If you need to request a home visit:**

- Call before 10:30am
- Requests made later may be arranged for the next day, depending on clinical need

## **Test Results**

Use the NHS App to check all your test results that you have arranged by your GP team. The practice will always try to contact you if there is anything we are concerned about, but it is important that you follow up on tests and ask for a review if you still have symptoms.

## **Long term conditions recall**

To help you stay well and make your health reviews easier to manage, we will arrange your annual review when it is due.

We no longer arrange reviews based on your birthday month. Instead, our automated system monitors when your review is due.

When your annual health review is due, you will receive an invitation by text message or email to book an appointment.

You will receive a review invitation if you have a diagnosed long-term condition, such as:

- Asthma
- COPD
- Diabetes
- Hypertension (high blood pressure)
- Heart disease
- Chronic kidney disease
- Mental health conditions requiring regular monitoring.
- Or any other condition that needs an annual review

If your condition requires more frequent monitoring, you may still receive additional appointments outside of your long term conditions recall.

Your annual review is important and helps us to:

- Check that your condition is stable.
- Review your medications.
- Spot early changes in your health
- Offer advice and support to help you stay well.
- Update your care plan.

Your review is a key part of your ongoing care and helps prevent future complications.

### **Lost Your Medication: What You Need to Know**

We understand that losing medication can be worrying. Our aim is to help you stay safe while also making sure that medicines, especially controlled drugs, are prescribed responsibly.

Medicines such as strong painkillers and some anxiety medications are controlled by law because they can be harmful if misused or taken by someone else.

For these medications:

- A replacement is not guaranteed.
- A GP or prescribing clinician may need to speak with you first.
- We may ask questions to help us understand the circumstances.
- We may decide it is safest to wait until your next due date before issuing more.

This is to protect both your wellbeing and the safety of others.

If you would like to find out more about the practice, please visit our website or follow us on Facebook.

- [Homepage - Rothwell and Desborough Healthcare Group](#)
- [Rothwell and Desborough Healthcare Group | Facebook](#)

With best wishes

Your Practice Team