**The Seaton & Colyton Medical Practice**

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**Dr Roger J Bramley Dr James Hill**

**Dr Mark J Welland Dr Emma Stone**

**Dr John L Twaddle Dr Ruth Greaves**

**Dr Isobel Eaton**

Dear Patient,

From the 2nd December 2024 the way we allocate GP appointments is changing. There is a need for change because of the following:

1. The increased demand on our services – our list size is now over 9,150 patients.
2. Appointments are currently being allocated based on factors other than clinical need.
3. A national increase in the use of other health professionals e.g. independent prescribers / advanced nurse practitioners / paramedics who can clinically care for acute illness to relieve some of the pressure on GPs.

From December, all requests for medical appointments will come through our online triage tool which will be assessed by a Doctor and the most clinically appropriate appointment will be offered. This means the most appropriate appointment in terms of which clinician that patient needs to see and how soon they need to see them.

We would encourage you to access the online form through the surgery website. However, if you are not able to do this yourself you can telephone the surgery and one of the reception team will be more than happy to complete the request form with you. If you prefer to come to the surgery our receptionist can help you complete the request form if this is needed. There will be a tablet available for you to do this yourself if you prefer.

This will be the fairest way of allocating the GP appointments and the aim is to improve speed and continuity of care, and the surgery team are committed to achieving these aims. By effectively gathering information with each patient through the request form, your GP and the surgery team will be able to make an informed decision about the best care pathway for you.

We highly value continuity of care for our patients and will continue to prioritise this where we can for non-acute episodes of ill health. Please note that appointments for nurses and health care assistants can still booked as normal over the phone and are not affected by this change.

If you have any questions at all about this, please feel free to drop in to see me on any of the dates / times below. We can also show you how to complete the online form during these sessions:

**Practice Manager Surgery Drop-in sessions – just turn up, no need to book:**

**Tues 19th November 6-7pm Wed 20th November 10-11am**

**Monday 25th November 3-4pm Friday 29th November 12 – 1pm**

Juliet Rudkin

Practice Manager