

## **General Practice Access Routes**

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### **Crown Heights Medical Centre**

**There are three ways to get in touch with us at this GP practice.**

It's no secret that our surgeries have been busier than ever. That's why there are now more ways to get in touch with us. You can:

- Use our online form on this website - eConsult. It's convenient and secure and can save you time. Our medical team will respond within two working days.
- Call us during surgery hours Monday to Friday, 8am-6.30pm on 01256 329021
- Come into the surgery Monday to Friday, 8am-6.30pm

Pick the option that suits you best. No matter how you choose to get in touch with us, whether it's using an online form, calling or visiting, you'll get the help that's right for you.

Please remember, when visiting the surgery, you still need to wear a face covering and maintain social distancing to protect vulnerable patients from Coronavirus infection.

### **Getting back to you**

No matter how you get in touch, you'll get the help that's right for you.

We may:

- Book a face-to-face appointment for you
- Arrange a phone or video consultation
- Send you a text message, for example, inviting you for a blood test
- Arrange a home visit, or
- Refer you to another service.

However we respond, you can rest assured that we're always looking after your needs.

### **Parents, carers and young people**

If you are a parent or carer, you can use our online form for your children or those you care for. Young people aged between who want to get in touch directly, can phone us or visit us.

## **Help us, help you**

When requesting care, whether online, by phone or in person, it helps us if you explain what's wrong. This ensures you get the care you need at the right time from the right person – for example, from the doctor or nurse who normally treats you. It also helps our medical team to prioritise those who need care most.

If you prefer not to say – for example, when talking to our reception team – they will always respect your privacy. However, it's an important part of their job to ask, so thank you for your support with this.

Please also tell us if:

- You would prefer us to talk with you by phone, face-to-face or by video call
- You need to speak to a particular person because they have treated you before
- There are certain times of day when you can't talk, for example you are at work, at school or college
- You need English to be interpreted, you need help from another person at your appointment, or if you have other communications needs.

We will do our best to meet your needs in the way you would like, but please bear in mind that if you are unwell, our priority will be to ensure you receive care quickly.

## **Help from your local pharmacy team**

Your local community pharmacist and their team can help and support with minor illnesses. As dedicated, qualified health professionals, and experts in medicines, they can offer clinical advice, consultations and over the counter medicines to help safely manage a wide range of minor health concerns. Many pharmacies also offer a range of new NHS clinical services including blood pressure testing.

## **For urgent medical help**

If you have an urgent medical problem and you're not sure what to do, NHS 111 can help. Call or go online, [111.nhs.uk](https://111.nhs.uk).

For life-threatening emergencies, dial 999.

## **Talk to us**

If you would like any further information, please speak to us next time you're in touch.