

Guide to accessing services from your surgery

Type of request	Best option	Alternative option	Back-up option
New medical problem (not urgent)	PATCHs (via website)	Call	Walk-in
Follow-up appointment	PATCHs (via website)	Call	Walk-in
New medical problem (urgent)	Call	PATCHs (via website)	Walk-in
Sick note	Less than 7 days, self-certify here	PATCHs (via website)	Call
Repeat prescription	Please follow the instructions on the surgery website	Call	Walk-in
Tests and investigations results	view in the NHS App	PATCHs (via website)	Call
Health check (>40, once every 5 years)	If you receive a text message, please use the link to select your appointment on-line in our web-based diary called AccuBook	Call	
Physio and stress/anxiety	You can self-refer for physio here and mental health here	Call	
Smear test	If you receive a text message, please use the link to select your appointment on-line in our web-based diary called AccuBook	Call	
Vaccination and child immunisation	If you receive a text message, please use the link to select your appointment on-line in our web-based diary called AccuBook	Call	
Routine blood tests, long term condition reviews, and ECG	If you receive a text message, please use the link to select your appointment on-line in our web-based diary called AccuBook	Call	
Asthma review request	PATCHs (via website)	Call	
Blood pressure check	Many people check it at home and email us the results	BP machine in reception	
Injury related x-ray	Call NHS 111 and they can book you in at the local hospital		
Reports (e.g. insurance, driving medicals)	PATCHs (via website)	Call	
Access to medical records	via the NHS App	PATCHs (via website)	Call