Dear Patients,

**Removal of Patient Partner Telephone Assistant.**

Following patient feed back around the use of multiple systems, Patient Partner will be endedat the practice from September 1st, 2021.

This means you will NOT be able to cancel, check and appointment or order your prescription via option one on the telephone system.

Your call will come straight through to the reception team.

To assist us with the volume of calls we would ask that you review our suggested alternative ways to order below:

**NEW WAYS TO ORDER YOUR PRESCRIPTIONS:**

You can sign up to systmone online – Ordering done via computer/ laptop/smart phone.

You can use your NHS App if registered for systmone online

You can call the surgery after 11am to order by phone.

The practice staffs can only take orders over the phone that are within 4 days of due date.

The practice cannot hold your request.

Please ensure you have ready to hand, the names of the items you wish to order and nominate your chosen pharmacy to send the electronic prescription too.

If you do not have a nominated pharmacy, you will need to collect a slip KNOWN as a token with a bar code and then hand that to your pharmacist of choice, who will pull through the electronic prescription items.

**ACCURX**

We have adopted the NHS preferred electronic communication system that was brought in to assist primary care during the covid pandemic. By now many patient will have experienced this for online triage requests, quick practice to patient communications and responses direct to the practice as well as the GP video consultation call.

This offers multiple advantages for the patient and whilst we are aware some people do not have internet access; we are still happy to provide items in paper format.

Thank you for taking the time to read this.