



BROOK HEALTH CENTRE

The Brook Health Centre - Swinneyford Road - Towcester - NN12 6HD
Telephone : 01327 323900 Email : brookhealth.k83620@nhs.net
Website : www.brookhealthcentre.co.uk

An important message to all our patients

Dear Patients,

We are writing to inform you of a change in our appointment system, taking place from **14th May 2024**.

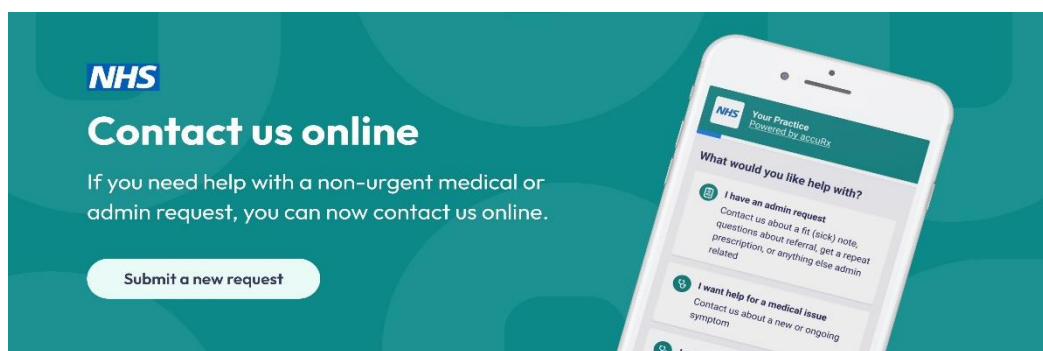
As you will be aware, the NHS has been under extreme pressure over the last few years. Even before the pandemic there was high demand and long waiting times. This has worsened in the years since and combined with very long waits for hospital treatment, more and more people are trying to contact their General Practice for help and advice.

In addition, the way General Practice is funded has also changed over this time. Although there has been no new funding for GPs or Nurses, there has been investment in other health professionals that have joined our team, for example, clinical pharmacists, physiotherapists, mental health workers and social prescribers.

This combination of high demand and changes in staffing have often meant that it has been difficult for you to book the correct appointment, at the right time with the right person. This can lead to the appointment system becoming inefficient, which then leads to longer waiting times.

We have therefore decided to make a change to our system whereby every patient request for an appointment, will be assessed by a Clinician. This should result in the most appropriate appointment/action for your problem. It will also stop the current 8am rush for appointments which sadly you are all too familiar with.

From **14th May 2024**, you will be able to request an appointment, ask about & request medications, order sick notes, request letters and more with the click of one button. This "button" can be accessed via our website www.brookhealthcentre.co.uk or via the NHS app. The picture below is an example of how it looks on the website.





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To download the NHS app on your smart phone or tablet, go to your App store or visit: [NHS App and your NHS account - NHS \(www.nhs.uk\)](https://www.nhs.uk)

When completing the form, please give us as much information as possible, so the Clinician & administrator viewing the requests can direct your query to the most appropriate person. We also hope that our new system enables fairer access in a timely manner with appropriate care being given to all our patients, whatever their request/need.

If you are worried that you cannot fill in the online form due to a disability or lack of access to a computer/smartphone, then please call reception who can complete this process with you. Over the next few weeks, there will be some fine-tuning of this system, along with a shortage in routine availability with our GPs. We just ask that you are patient with us during this time whilst we get the system established.

Yours Sincerely

Anita Green

Practice Manager

Brook Health Centre and Silverstone Surgery