

When does this new system start?

From the 1st of April 2025 you will be able to complete an online form via our website to submit your request for either an appointment or general enquiry.

Our Teams are currently being trained on this new way of working. Please bear with us during the first weeks of the launch of the new online system.

This is a new and exciting system change for us all. Please do not wait until the 1st of April to contact us, you can continue to access the Practice in the normal way.

Do I need to be a registered patient at Poplar Grove?

Yes. You must be registered as a patient at the surgery to use the online request form.

Do I need to open any type of digital account to use the new system?

No- you do not need to open any form of an account, but you will need an email address to use the on-line form. If you do not have an email address, you will need to phone or visit the practice for the team to submit an online form on your behalf.

When will I be able to access the online request form?

From 1st April, the online request form will be available Monday to Friday, 7.30am to 4:30pm every weekday. **The form may be closed before 4:30pm if we have reached capacity for our appointments on that day. It will open again the next working day at 7.30am.**

What kind of information does the online form ask me for?

You will be asked to describe your symptoms and where you are experiencing these symptoms. The system will use a clinically approved algorithm which helps the triaging clinician ensure you receive the right care, from the right person at the right time. You will also be asked for some personal details, such as name, date of birth, postcode and contact number.

How do I know if you have received my online request?

You will receive an automated email response with a reference number. This will confirm the form has been submitted successfully. This reference number will not guarantee an appointment, it will confirm your request has been submitted and received by the Practice.

What happens after I submit my request for an appointment?

Your request will be sent to a triaging clinician who will decide how to get you the best care. This may be an appointment with a GP, Nurse or Allied Health Professional, either on the same day or sometime in the future, or they may signpost you to another service, for example, a local pharmacist. Our Patient Services Team will contact you with the outcome of your request within 2 – 3 working days.

How will I be contacted with the outcome of my request?

You will be contacted with the outcome of your request within 2 – 3 working days by email or text. If you don't have a mobile phone or email address, we will call your landline.

Should I call you to chase up the outcome of my request?

No: We will aim to respond to your request as soon as possible and within 2-3 working days. Urgent requests will be prioritised over routine requests. To allow us to work quickly and efficiently, please avoid calling us to chase up your request and please do not re-submit your request unless you have not heard back from us within 3 working days.

Can I still phone or come to the practice in person to request an appointment?

Yes. You can still call us or come to the practice to request an appointment, and our staff will complete the online request form for you. All forms will be triaged on receipt of submission so those who attend or call the surgery will not be prioritised ahead of those forms submitted online.

What if my problem requires immediate attention?

If you or someone you are seeking help for is experiencing symptoms of a life-threatening nature (such as loss of consciousness, chest pain, breathing difficulties etc), please do not use our online form to request help. Instead, you should call 999. If you submit an online form and your symptoms indicate that the problem needs urgent care, you will be given information on how and when to contact A&E, 999 or 111 services if required.

I don't need an appointment; I just need to speak to a GP.

All our GP time is allocated by appointments, either face to face or over the telephone. If you need to speak to a GP, you need to fill in an online request form.

Can I also enquire about other health-related matters through the online service, for example prescription requests, test result enquiries, etc.?

No: Patients should use the NHS App for prescription requests or viewing test results. We do have a dedicated Test Results telephone line that is open from 2 – 4pm each weekday. Our prescription line is open daily from 10am to 12.15pm for prescription related queries BUT will not take prescription requests over the phone.

Can I submit a form on the behalf of a relative/child/friend?

Yes, you can submit requests on behalf of children, relatives, friends or someone you care for, if they have given their permission for you to do this.

Can I email the Practice?

No, patient emails will no longer be accepted. You should use the on-line form to submit your enquiry.

How can I inform the Practice I have access requirements like deafness or language barriers?

There is a “free text” option where you can note any special access requirements.

ADMIN REQUESTS:

The online triage form will allow you to submit requests for:

- Fit notes
- Travel Vaccine bookings (6 weeks’ notice required)
- To record Blood pressure readings

Fit-Note Guidance

If you are off work for 7 days or less, you do not need to give your employer a fit note or other proof of sickness from a medical professional. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or you can download it from the [HMRC website](#).

You must give your employer a doctor’s ‘fit note’ (sometimes called a ‘sick note’) if you’ve been ill for more than 7 days in a row and have taken sick leave. This includes non-working days, such as weekends and bank holidays.

You can submit a request for a Fit-Note using our online form stating the start and end dates. We ask for a response period of five working days from receiving a request for a medical certificate. These can be backdated to ensure continuity.

Can I order my repeat prescription using the on-line form?

No: We **do not** accept repeat prescription requests over the phone or via the online form. Whenever possible, please order your medication via the NHS App, or post a written request into the prescription boxes at the surgery.

Please follow these guidelines:

- Order your repeat prescription at least 1 week before you are due to run out.
- Order earlier than 1 week if there are bank holidays coming up.
- Please allow us 5 working days to process your prescription request.
- Only order what you need when requesting repeat prescriptions.

Do I need to complete the request form for routine appointments with the Nurse or Health Care Assistant?

No: Nurse or HCA appointments such as blood tests are booked by calling the Practice in the normal way.

If you need any of the following types of appointments, please use the NHS App if possible:

- NHS Health Checks
- Cervical Smears
- RSV, Shingles or Flu Vaccines