**IMPORTANT ANNOUNCEMENT**

**New appointment system**

**starting Wednesday 12 March 2025**

We are making changes to our appointment system in line with a contractual requirement from NHS England. This change aims to improve access to medical services for all our patients through digital consultations - eConsult for Total Triage

**What does this mean for you?**

From 12th March, our Practice will use the eConsult system to ensure that all medical requests are assessed by a GP, allowing us to offer the most appropriate appointment for your needs.

**If you have Internet access** via a smartphone, tablet, or computer, you can access eConsult via this link:

[Consult Online from Home - Chafford Hundred Medical Centre](https://chaffordhundredmedicalcentre.webgp.com/)

**If you don't have Internet access**, don't worry. You can still call our reception team, who will help you request an appointment.

**How will the system work?**

**eConsult**

To request an appointment with our GP or nurse practitioner, you will need to complete a digital medical form (eConsult). This form provides details about your health concern, allowing us to:

* Match you with the right clinician first time around.
* Make your consultation more effective, as the clinician will already understand your concern.
* Give you the time and space to explain your issue fully.

When requesting care, please tell us:

* If there’s a specific doctor or other health professional in our team who you would prefer to respond to you.
* If you would prefer to consult with a clinician by phone, face-to-face, text or email.
* If you need an interpreter.
* If you have any other access or communication needs.

We will always do our best to support you.

Please also submit an eConsult if you have any general enquiries, for example sick certificate extensions, information regarding blood tests or x-rays.

If you require an appointment with a **Nurse** or **Healthcare Assistant**, please contact the surgery in the usual way.

**Assistance is available**

If you're unable to complete the form online yourself, our reception team will gladly assist.

We can:

* Help you use an iPad in the practice.
* Complete the form over the phone on your behalf. They will do this using a simpler version of the form so they will need some information from you about the reason for your request.

**Submission times**

Medical requests can be submitted **from 7.30am until 2.00pm**, or until we reach the safe capacity for the day. If necessary, you may be redirected to NHS 111, a pharmacy, or an urgent care centre. After 2pm please contact the surgery only for emergencies.

**Your appointment - getting back to you**

Whatever help you need and however you request it, we may offer you a consultation:

* By phone
* Face to face
* Or we may send you a text or email, for example to ask you for more information or a photograph.

**What are the benefits?**

1. **No more queuing at the surgery**You won't need to come to the surgery when you are feeling unwell or in adverse weather conditions to secure an appointment.
2. **Appointments based on clinical need**  
   Appointments will be allocated based on need, not on a first-come, first-served basis.
3. **Flexibility for patients**  
   Instead of waiting for a convenient day off to visit, you can submit your form as soon as an issue arises. We will arrange an appointment - whether same-day, in a week, or up to four weeks later - depending on clinical need. Appointments may be face-to-face, or over the phone, as the GP feels appropriate.

**FAQs**

**Who will assess the requests?**

All medical requests will be reviewed by a GP who will assign appointments as needed.

**What if I need urgent treatment?**

For urgent issues, please call NHS 111 or visit an urgent treatment centre, as our practice is not a walk-in urgent care service.

**What if I am housebound?**

If you are housebound you can request a home visit by completing the form online or by calling our reception team for assistance.

**Do I need to complete a form for a child?**

If you’re a parent or carer, you can use the online form for your child or those you care for.

**Do I need to complete a form for regular nurse appointments?**

No. Nursing appointments can still be booked directly by calling our reception team.

**Thank you for your patience and co-operation as we transition to this new system. We understand this is a significant change, and we are here to support you every step of the way. If you have any questions or need help with the eConsult, please contact our reception team.**