



SAFE FORMS OF COMMUNICATION

Our email address is changing

With effect from 1st April 2023 we will not be accepting any patient query using the email address loxwood.txt@nhs.net.



Any email received via this account will be returned to the sender without any processing.



We have taken this decision because it is unsafe to send medical queries or requests for appointments via email when we cannot guarantee how regularly this inbox is

monitored. Please submit any medical or administrative request using eConsult available on our practice website. A number of safety features are built into eConsult to ensure your request is handled appropriately and in a timely manner. This will also help to reduce the waiting time to get through on the telephones. Once your submission is received a member of staff will contact you. Please ensure your contact details are up to date.

If you have no internet access and are unable to use eConsult or you have an urgent medical need please continue to call 01403 752246.



We will accept repeat medication requests via email to our **new** email address which is sxib-wsx.medications.lmp@nhs.net or you may continue to order your medication using the link on our website, your SystemOnline account or the various apps now available such as Airmid or the NHS app.