



11 Kingshill Close, Hayes
Middlesex, UB4 8DD
Tel: 020 8845 7100

5th October 2023

Dear Patient,

An important change in how patients will contact our surgery from this autumn

We have listened to patient feedback and we want to make it easier for you to contact us.

From Monday 6th November you will no longer need to call us at 8am and queue on the phone to make an appointment! Instead, you will need to contact the surgery using our new online consultation platform provided by AccuRx.

You will be able to use AccuRx for all your requests, including all types of appointments, repeat prescriptions, sick notes, and all non-medical queries. This platform will be easy and secure to use.

From the 6th November, the AccuRx online platform will be available from 8am to 5pm allowing patients to contact us at their convenience. **However, if you have an urgent medical need then you should contact us as early as possible on the day for a better chance of securing a same-day appointment.** We want to assure you that all medical queries will be reviewed on the same day by one of our clinicians to ensure they are managed safely and appropriately.

We understand that not all patients can contact us this way. For any patients who do not have a digital device or digital literacy, our Reception staff will still be able to take calls and fill out the AccuRx request on their behalf. We anticipate that the number of calls to the surgery will reduce, making it a better experience for any patients that do need to call us.

We want to give patients an opportunity to get used to the AccuRx platform and also have the chance to train our staff well before we make the full change. We will therefore be switching off PATCHS and introducing AccuRx on our website a few weeks before 6th November for a trial period. During this period, patients will be able to make requests using AccuRx, although the availability will still be capped each day (as it is with PATCHS). Once we make the final switch over there will be no cap on availability.

We would like to give you a chance to have your say. We will be holding a Zoom meeting to discuss the changes and answer any questions on Thursday, 12th October, 12:00 noon to 1pm, and again at from 5pm to 6pm. To join either of these meetings please email nhsnw.cedarbrookgeneric@nhs.net by the 11th October and specify your preferred time. We will then send you the Zoom link to the meeting.

Partners:

Dr J M Carter, Dr R B Popat, Dr J S Sira & Dr J Bains

We are confident that the changes we are making will lead to better use of our appointments, reduce the wait time for routine appointments, and improve the experience of patients using our services.

We hope that all our patients will work with us to make these aims a success and improve our practice for patients and staff alike.

Yours faithfully,

The Cedar Brook Practice Partners

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