



The Apples Medical Centre December Soundbite attachment:

From January 2025 we're adopting a new approach for handling appointments and results thanks to some innovative work conducted by the Practice in conjunction with GPIIP (General Practice Improvement Programme).

In Summary

Stage 1 – Patient Screening (Triage) via eConsult on our website or by phone

Please be as thorough as possible when describing your symptoms to determine urgent, less urgent and non-urgent requirements.

Stage 2 – Appointment Allocation to either GP, Nurse Practitioner, Pharmacy Team, Mental Health Team, Social Prescriber, or Local Pharmacy based on patient needs at Stage 1

Stage 3 – Consultation with appropriate Clinician

Stage 4 – Blood Test Results (if appropriate) Patients will only be contacted by a Clinician if test results are ABNORMAL.

NORMAL results will be posted on your NHS App/System On-Line within 5-7 working working days.

Our aim is to improve front-line patient handling through the new phone system, and by reducing the administrative burden on all our medical staff.

We are looking forward to providing an even better service to our patients as the new approach beds in.