Court Thorn Surgery

PPG MEETING SEPTEMBER 2026

CARING FOR OUR COMMUNITY

Court Thorn Surgery
Caring For Our Community

Healthy People Stronger Communities

How many patients have we helped?

Total number of booked appointments in **June - 3736**
Total number of booked appointments in **July - 3783**
Total number of booked appointments in **August - 3489**

How many appointments have been wasted?

NON-ATTENDING PATIENTS JUNE 2026	
% DNA	1.2%
DNAs	44
Booked appointments	3736

NON-ATTENDING PATIENTS JULY 2026	
% DNA	1.2%
DNAs	47
Booked appointments	3783

NON-ATTENDING PATIENTS AUGUST 2026	
% DNA	1.3%
DNAs	45
Booked appointments	3489

NHS Data shows North Cumbria's average in 2026 is around 7-8%

Total prescriptions processed

Telephone Access Performance

- Average wait time remains around 4 minutes
- Most calls are successfully connected
- Reported waits of 9-12 minutes are not typical of the average patient experience

1. Average Wait Time Trend

Average waiting times have generally remained between 3½ and 4½ minutes throughout the year.

2. Calls Answered

June	July	August
1,733 calls connected	1,841 calls connected	1,541 calls connected

5,115 calls successfully connected over the last three months

3. What Happened in August?

August Operational Factors

- Change in admin personnel
- Summer annual leave commitments
- Recruitment and training of replacement staff

Impact

Average wait time increased temporarily to:

4 minutes 31 seconds

Still significantly below the 'isolated examples' of 9-12 minute waits reported.

4. What Are We Doing?

You Said

"Some patients are experiencing longer waits."

We Did

- Monitoring call volumes
- Reviewing staffing levels
- Recruiting to vacant posts
- Promoting NHS App and online consultation routes
- Increasing GP capacity through additional funding

5. Performance Summary

Average Wait Time	Calls Connected	Staffing Capacity	Patient Access
4m 31s	5,115		
Good	Good	Improving	Good

PPG Key Narrative – at a glance

Over 5,000 calls were connected between June and August. Average waiting times remained around 4 minutes, with a temporary increase during August due to staffing changes and annual leave commitments. While some patients may occasionally experience longer waits, data shows that this is not the typical patient experience, and waiting times remain considerably lower than the examples raised of 9-12 minutes.

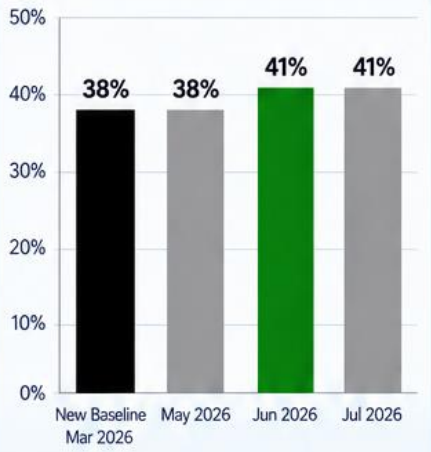
Working together for a better service

DIGITAL ACCESS & USAGE TRENDS

Empowering patients. Improving access.

NHS APP + NOTIFICATIONS ENABLED

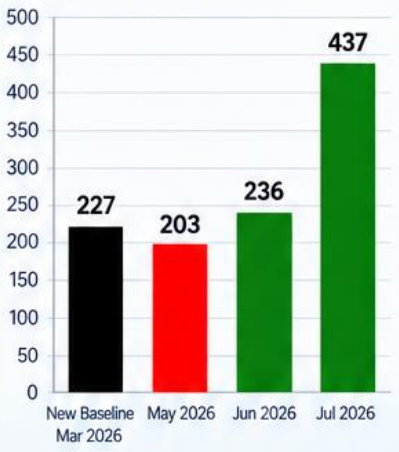
NHS App + Notifications Enabled (%)



New baseline set in March 2026

Up **3 percentage points** from new baseline to July 2026

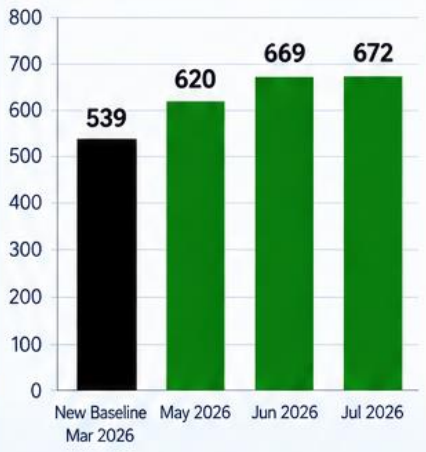
Online Consultations Submitted



New baseline set in March 2026

Up **210** from new baseline to July 2026

Repeat Prescriptions via NHS App



New baseline set in March 2026

Up **133** from new baseline to July 2026

Black = New Baseline (Mar 2026) | Green = Increase | Red = Decrease | Grey = No Change

PROSPECTIVE ONLINE RECORDS ACCESS (EMIS)

Contract Compliance – Full Compliance Steps 1, 2 & 3 3

	Compliance Step	ODS Code	Practice Name	May	June	July	Compliant
1	EMIS Config.	A82631	Court Thorn Surgery	Y	Y	Y	✓
2	Less than 10% '104' code: Excluded (104 code) all patients	A82631	Court Thorn Surgery	9.28%	8.43%	0.13%	✓
3	More than 90% Full Prospective Access: Online Accounts	A82631	Court Thorn Surgery	90.7%	90.7%	90.9%	✓

KEY TAKEAWAYS

- Strong overall growth in digital engagement across key access channels.
- Online consultations and repeat prescriptions show continued high utilisation.
- All Prospective Online Records Access compliance steps met in May, June and July.

Digital access continues to improve patient experience, convenience and the efficiency of care.

FRIENDS & FAMILY TEST UPDATE

JUNE 2026

Thank you to our patients for sharing your feedback.

96%
OF PATIENTS WOULD RECOMMEND US
★★★★★

Your comments continue to highlight the kindness, professionalism and dedication of our team whilst helping us identify opportunities to improve.

50	90%	2%	2%
RESPONSES	**POSITIVE**	**PASSIVE**	**NEGATIVE**
50 total (capped)	**78%** Very Good **12%** Good	1 response	1 response

WHAT PATIENTS ARE SAYING

CARING CLINICIANS
- ✓ Kind, listening and supportive
- ✓ Very professional
- ✓ Excellent care

PROMPT & EFFICIENT APPOINTMENTS
- ✓ Seen at appointment time
- ✓ Prompt friendly appointment
- ✓ Slick service

FRIENDLY & SUPPORTIVE TEAM
- ✓ Always courteous at reception
- ✓ Everyone is friendly and professional
- ✓ Staff very helpful

OUR OPPORTUNITIES

REDUCE WAITING DELAYS
Improve communication when clinicians are running behind schedule.

IMPROVE COMMUNICATION
Ensure patients feel listened to and informed throughout their care journey.

SPEED UP FOLLOW-UP CARE
Reduce delays between investigations and GP review appointments.

Thank you for your continued commitment to providing outstanding care to our patients.

Your feedback helps us keep improving | Caring for our community, together | Thank you!

FRIENDS & FAMILY TEST UPDATE

JUNE 2026

Thank you for sharing your feedback.

WHAT OUR PATIENTS TOLD US

Here are some of the comments shared by patients in June.

Recommended

- Seen very quickly. Lovely doctor. Referral to and contact back from specialist service very quick.
- Appointment on time, doctor very pleasant.
- GP visit, doctor very attentive and helpful. Nurse appointment after and received excellent help and advice on managing my condition.
- Friendly and always helpful, would not want to go anywhere else. Thank you very much.
- No problems occured. The service was as expected. The environment is pleasant.
- Punctual helpful friendly professional staff.
- The doctors and nurses involved in my care we're kind, professional and thorough, and the service I received was prompt and well-coordinated.
- Every time I have been to the doctors, every member of staff I have seen has been very welcoming, kind and understanding. I find it easy and quick to get an appointment and nothing is too much trouble.
- Courteous and prompt service.
- Very caring Doctor who listens and tries to help.
- Very good.
- Efficient, friendly service.
- Efficiency and friendliness.
- Very kind and helpful every appointment.
- Good service from everyone at the surgery.
- The doctor was kind, considerate, asked lots of questions, checked I understood what he was saying, took advice from his senior. I thought it was very good.

Recommended

- Dr Anderson listened to everything i said and discussed with me my options.
- The doctor listened and understood my comments and progressed treatment recommendations. Also the diabetic treatment by Graham was first class.
- Dr Anderson was very professional as always.
- Staff are lovely. Helpful and totally make you feel at ease.
- The practise nurse was able to answer all my questions and allay any worries I had.
- Efficient.
- Totally professional and reassuring.
- Very detailed questioning and nurse ensuring I knew everything about the medication I am taking.
- Service is always prompt and helpful, only criticism is of transferring patients straight to physio instead of being seen by a doctor as I have been referred twice to Penrith Hospital which was an absolute waste of time as no physical check was done, comments were you have arthritis which is down to your age, not helpful at all.
- Good quality advice and help.
- Because the staff were very polite.
- Easy self check in. Dr O'Hare was very professional, thouglagh and sympathetic. Referral made immediately which resulted in me making an appointment with the consultant the following day, for August.
- Because of the interaction with staff and doctors.
- Timely appointment. Practitioner friendly, gave all information made sure I understood the procedure and time scales for hearing back. Also changes to the screening process times.
- Efficient.

Not Recommended

- Normally excellent but this time it was poor . The agreed course of action was to increase the dose of one of my tablets. I was told to wait a few days for the new tablets to come in. When i went to collect i found what i believed to be the tablet remained the same was increased and sent to Dalston. The tablet that I believed was to be increased was not ordered at all and the pharmacy had no record of this. This left me in a situation where I had only 36 hours of treatment left on a tablet that states it should not be stopped without consulting with a Dr.

Passive

- Felt like I was not believed by the doctor and supervisor.
- Due to the length of time it took from getting scan results to actually having a face to face appointment with a GP to first discuss the results and what was the way forward.

Thank you for continuing to provide outstanding care to our patients.

FRIENDS & FAMILY TEST UPDATE

JULY 2026

Thank you to our patients for sharing your feedback.

96%
OF PATIENTS WOULD RECOMMEND US
★★★★★

Your comments continue to highlight the kindness, professionalism and dedication of our team whilst helping us identify opportunities to improve.

49	96%	4%	0%
RESPONSES (capped at 50)	**POSITIVE** 78% Very Good, 18% Good	**PASSIVE** 2 responses	**NEGATIVE** 0 responses

WHAT PATIENTS ARE SAYING

POSITIVE FEEDBACK
- ✔ Kind, caring and helpful staff
- ✔ Professional and thorough explanations
- ✔ Appointments on time and easy to access
- ✔ Friendly and welcoming environment
- ✔ Efficient and supportive service

PASSIVE FEEDBACK
- Often related to longer than expected waiting times
- Some felt consultations could be more in-depth

NEGATIVE FEEDBACK
No negative responses this month

We're pleased to see no negative feedback in July.

OUR OPPORTUNITIES

IMPROVE APPOINTMENT ACCESS
Continue to make it easy to book appointments and keep waiting times as short as possible.

IMPROVE COMMUNICATION
Ensure patients feel listened to, with clear explanations and up-to-date information throughout their care.

CONSISTENCY OF CARE
Maintain high standards of kindness, professionaliam and a positive experience for every patient.

Thank you for your continued commitment to providing outstanding care to our patients.

Your feedback helps us keep improving | Caring for our community, together | Thank you!

FRIENDS & FAMILY TEST UPDATE

JULY 2026

Thank you for sharing your feedback.

WHAT OUR PATIENTS TOLD US

Here are some of the comments shared by patients in July.

Recommended

- They were very prompt and helpful in dealing with my problem.
- The nurse that did my annual health check was an absolute STAR.
- Staff seem more efficient than they use to be. I got to see a lady doctor.
- Doctors, pharmacy and admin staff are all extremely helpful and willing to go the extra mile.
- Although never advised about the triage system etc now in place have used online appointment very effectively.
- Dr friendly & appointment on time.
- Professional, caring and friendly.
- The nurse was very helpful.
- Very helpful.
- I didn't have to wait long, the doctor was very polite and helpful.
- Thorough and caring.
- Seen promptly.
- Professional staff working in a calm environment.
- Doctor was compassionate and understanding, and when he didn't know something, he went and asked a superior. Which I appreciate more than just guessing.
- Once I had been diagnosed with a health condition then the service was good, professional and monitored but the initial contact to get an appointment is not always helpful.
- I think the service at Court Thorn is always good in my experience. I've never had a bad experience yet, everyone is friendly, approachable and helpful.
- Always goes out there way to diagnose your illnesses.

Recommended

- Friendly staff.
- Always friendly and helpful.
- Great consultation with Dr Anderson who put my mind at rest.
- Doctor Anderson was very thorough and spent time to help me with my problem.
- The receptionist was very polite, friendly and efficient. The reception area is clean and bright & welcoming. Dr O'Hare was on time, also welcoming and attentive. I am very happy with the outcome of my meeting with her.
- The doctor was professional and kind.
- Efficient, care and very helpful.
- Prompt, efficient service.
- Excellent care, prompt service, knowledgeable and efficient staff.
- Seen on time - friendly- courteous.
- Very thorough - sensible advice.
- Because a very kind Dr Jacob, I think that was his name, helped me when I was desperate for help.
- Helpful and professional service.
- Appointment on time, well explained and follow up dealt with swiftly. Very personable manner. Felt heard.
- I've been struggling with water infections, seen immediately quite outstanding.
- Kind gentle service from the nurse.
- Always bright and clean. Always welcoming, Usually on time. Everyone is very kind.
- Friendly, professional informative experience.
- Easy to get my appointment and everything was on time.
- We're very quick to get me in to see your Doctor makes a big difference.
- All very efficient, friendly and professional.
- Although difficulty having bloods done. Everyone pleasant & helpful.

Passive

- Because I'm not a fan of the pharmacist and the 3 working days before we can pick up the prescription – outrageous as they don't take account of weekends.

Thank you for continuing to provide outstanding care to our patients.

FRIENDS & FAMILY TEST UPDATE

AUGUST 2026

Thank you to our patients for sharing your feedback.

92%
OF PATIENTS WOULD RECOMMEND US
★★★★★

Your comments continue to highlight the kindness, professionalism and dedication of our team whilst helping us identify opportunities to improve.

48
RESPONSES
(capped at 50)

92%
POSITIVE
69% Very Good
23% Good

6%
PASSIVE
3 responses

2%
NEGATIVE
1 response

WHAT PATIENTS ARE SAYING

POSITIVE FEEDBACK
- ✓ Kind, helpful and friendly staff
- ✓ Thorough and clear explanations
- ✓ Easy to get appointments (including via the NHS app)
- ✓ Doctors and nurses listen and take time
- ✓ Prompt, efficient and professional service

PASSIVE FEEDBACK
- Appointments sometimes run later than expected
- Some felt consultations were basic or could be more in-depth
- Occasionally felt unsure about next steps or information provided

NEGATIVE FEEDBACK
- Online system could be improved (e.g. option to reject or rebook appointments)

OUR OPPORTUNITIES

IMPROVE APPOINTMENT ACCESS
Continue to make it easy to book appointments and keep waiting times as short as possible.

IMPROVE COMMUNICATION
Ensure patients feel listened to, with clear explanations and up-to-date information throughout their care.

CONSISTENCY OF CARE
Maintain the high standards of kindness, professionaliam and a positive experience for every patient.

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FRIENDS & FAMILY TEST UPDATE

AUGUST 2026

Thank you for sharing your feedback.

WHAT OUR PATIENTS TOLD US

Here are some of the comments shared by patients in August.

Recommended

- The staff is allyas verie helpfull and kind.
- Thorough explanation.
- Dr was thorough but needs to speak a little louder so that older patients with hearing impairment can hear the explanaions first time.
- Nurses were kind and caring.
- It was so easy to sort out my appointment via the app. I sent the surgery a message outlining my concerns and received a reply within 15 minutes with an appointment booked. At the surgery I booked myself in and was seen within 5 minutes of arrival. All staff I had contact with were friendly helpful and professional.
- Care taken addressing the problem.
- Good attitude. Very efficient. Well mannered. And I was attended to promptly.
- Prompt attention to requests, helpful and polite staff.
- The nurse nos what she is doing.
- Good efficient friendly practice.
- I get listened too and a treatment plan appropriate to my needs and condition. All the staff are helpful and approachable. The nursing staff are very friendly and understanding.
- Always get a call back or appointment if required. Prompt response.
- Appointment brought forward, doctor listened to my issues very happy.
- Always good service.
- Always have time for you in the phone I think the receptionists are amazing.
- I've been fortunate to always get an appointment quickly. Doctors, nurses very helpful and listen to my needs. Pharmacy very good and helpful if I run out of tablets.
- Was happy with the service.

Recommended

- Dr spoke clearly and was engaging.
- Came for my vitamin B12 always first class.
- Dr McIntyre was thorough and reassuring.
- Pleasant and knowledgeable professional.
- Appointment was available next day.
- Friendly, efficient, and helpful.
- Service was excellent.
- Followed up with phone call to see how i was.
- Because the doctor listened to everything i saiid for a change and he examined my problems etc.
- The doctor was very attentive and listened to my concerns and asked how I would like to proceed with my issue.
- I was seen quickly after contact. The doctor/trainee was understanding of my condition.
- Comprehensive care, listening and prescribing.
- The doctor listened and gave good feedback.
- Good teatment and understanding.
- Listens and sorted problem.
- Very pleased.
- Easy to park and the staff are nice.
- Had 2 appointments, on both occasions I was very happy with the friendliness and care provided. Made you feel at ease.
- I was seen by the nurse on and had my results the next day.
- Trial & Error to get to where I'm hoping to feeling better.

Not Recommended

- There is no where to reject any meetings it's all about accepting the meetings which is so silly not having a rebook tab or something as I've been in hospital Carlisle infirmary and not able to get to my laptop until now So needs another tab on your screen to reject and/or rebook for later time and putting a silly letter on file saying I've missed my appointment I was not aware of is ridiculous.

Passive

- Because it's a doctors surgery diagnosing illness or changing dressings It's just basic medical procedure that I have no knowledge.
- The doctor was running 40 minutes late, the people in front of me were in for about 25 mins. I asked if he could look at my wrist as well as what I had gobd with bearing in mind that I hadn't used my full 10 minute allowance and he said that as he was running late I would have to make another appointment. I feel that he was trying to make up the time, therefore I was penalised for people taking more time.

Thank you for continuing to provide outstanding care to our patients.

Since Our Last Newsletter,
Here's What We've Been Working On...

Fundraising for an ABPI Device

We are delighted to share that our fundraising campaign for a new **Ankle Brachial Pressure Index (ABPI) machine** has already raised **more than £2,500** thanks to the incredible generosity of our patients, staff, and local community.

A major highlight of the campaign was the **sponsored skydive** completed on **30 August** by **Rachel, Kelly and Craig**, who bravely took the leap to raise awareness and vital funds for this important piece of equipment.

The ABPI machine will help us identify poor circulation and peripheral arterial disease earlier, enabling faster diagnosis, more timely treatment, and better patient outcomes.

We would like to extend a heartfelt thank you to everyone who has donated, shared our campaign, or offered encouragement. Your support is helping us bring enhanced diagnostic services closer to home for our patients.

Earlier detection
Better treatment
Healthier tomorrows

Vaccination Season Preparations

Preparations are now well underway for the **2026/27 Flu and COVID-19 Vaccination Programme.**

Flu vaccination clinics for eligible children and pregnant women begin from **September**, with appointments for most eligible adults commencing from **October**.

Patients who are eligible for both flu and COVID-19 vaccinations may be offered the opportunity to receive both vaccines during the same appointment where appropriate.

As winter approaches, vaccination remains one of the most effective ways to protect yourself, your family, and those most vulnerable within our community. Eligible patients will be invited by the practice and are encouraged to book their appointments as soon as possible.

Stay protected this winter

- Reduces your risk of serious illness
- Helps protect your family and community
- Helps keep NHS services available
- Especially important for those most vulnerable

Get vaccinated. Stay well. Look out for each other.

Staff Recruitment & Service Improvements

We are pleased to welcome a new member of the administration team, strengthening our existing **Care Co-ordinator (Navigator)** service and helping patients access the support they need more efficiently.

We have also secured support for a dedicated **Frailty Nurse Specialist,** enhancing the care provided to some of our most vulnerable patients. Working alongside our clinical team, this role will help deliver proactive support and personalised care for patients living with frailty.

Within our dispensary team, a recent restructure has created an opportunity to recruit an **additional** experienced and qualified **Dispenser,** helping us respond to increasing prescription demands and maintain a high-quality service.

We are also delighted to welcome **First Contact Physiotherapist, Trish Anderson,** who will be available at Court Thorn Surgery from September. Clinics will be held on the **2nd and 4th Thursday of each month**, offering patients direct access to expert musculoskeletal assessment, advice, and treatment through either face-to-face or virtual appointments.

New Administration Team Member
Strengthening our Care Co-ordinator (Navigator) service.

Frailty Nurse Specialist
Supporting our most vulnerable patients with proactive, personalised care.

Additional Dispenser
Helping us respond to increasing prescription demands.

First Contact Physiotherapist
Trish Anderson joining from September. Clinics on the 2nd and 4th Thursday each month (face-to-face or virtual).

Thank you for your continued support

as we work to deliver the best possible care for everyone registered with our practice.

Have your say – your feedback is important

Patients are encouraged to share their experiences by using the QR codes below, which will take you directly to either our website feedback form or our Google reviews page. Your feedback helps us understand what is working well and where improvements can be made to enhance services for everyone.

Tell us about your experience

Share your feedback on what is working well or where we can improve. This helps us shape services for all patients.

Leave a review for other patients

If you've had a positive experience, you can also share this on our Google page to help others.

If you have a specific complaint or concern, you are welcome to use our complaints process, where it will be carefully reviewed and we will ensure you receive a full and appropriate response.

Raise a formal concern

If you have a specific complaint or concern, please use our complaints process so it can be fully reviewed and responded to.

Your feedback helps us provide the best possible care

PPG Q&A

Your questions help us to keep improving

Answers to common questions from our Patient Participation Group (PPG)

We value the feedback and questions from our PPG and wider patient community. Here are the latest updates on the topics you've asked about.

a With nationwide medication shortages – how is the practice coping, particularly as winter approaches?

Medication **shortages** remain a national issue and continue to affect certain medicines intermittently. As winter approaches, demand for some medications traditionally increases, but we have not seen any significant change in the overall position since our June update.

Where shortages occur, our prescribing team works with suppliers, pharmacies, GPs and clinical pharmacists to identify suitable alternatives and minimise disruption to patient care.

Key points

- Medication shortages are a national issue.
- No significant change in the overall position since June.
- Our team works with suppliers, pharmacies, GPs and clinical pharmacists to identify suitable alternatives and minimise disruption to patient care.

b North Cumbria Integrated Care NHS Foundation Trust is now under special measures. Are we seeing any improvements or otherwise for our patients?

It is still relatively early to identify any measurable impact for our patients from the special measures process. However, there continues to be a focus on improving patient safety, communication and hospital discharge processes.

The demand pressures highlighted within Emergency Departments are reflected across many NHS services, including outpatient clinics, diagnostics and community services. These pressures can have a knock-on effect for patients awaiting hospital appointments, investigations or treatment.

We will continue to work closely with our secondary care colleagues to ensure patients receive the best possible support while wider system improvements are implemented.

Key points

- It is early to identify measurable impact for our patients.
- Focus on improving patient safety, communication and hospital discharge processes.
- Demand pressures in Emergency Departments affect many NHS services.
- We will continue to work with secondary care colleagues to support patients while wider system improvements are implemented.

c How are longer or more complex calls supported?

When a **Care Coordinator positioned** at the front reception desk is supporting a patient who needs additional time, our telephone system allows other team members to continue answering incoming calls.

Beyond the front reception desk, we have several Care Coordinators who support the large volume of clinical and administrative triage requests received each day. These team members work behind the scenes to help direct patients to the right service, process requests efficiently and support the smooth running of the Practice.

We would also encourage patients to make use of the **NHS App** and **Accurx Online Consultation** where appropriate. These services allow patients to submit requests, ask administrative questions or provide details about health concerns without having to wait on the telephone.

We recognise that some patients require additional assistance, and we are committed to providing this support whilst maintaining access for other callers.

Key points

- Our telephone system allows other team members to continue answering calls.
- Several Care Coordinators support clinical and administrative triage requests.
- NHS App and Accurx Online Consultation can be used to submit requests and ask questions without waiting on the phone.
- We are committed to supporting patients who need additional assistance while maintaining access for other callers.

d NHS App letters: Is there any progress to report?

There has been no significant update since our June response.

At present, we have not been made aware of any changes by either Secondary Care providers or the NHS App team regarding the wider availability of hospital letters through the NHS App.

Access to letters continues to depend on national NHS developments and how information is shared between different healthcare systems. Whilst some GP and hospital correspondence may already be visible, availability remains variable across organisations.

Key points

- No significant update since our June response.
- We have not been made aware of any changes by Secondary Care providers or the NHS App team.
- Availability of hospital letters remains variable and depends on national NHS developments and information sharing between systems.

e Online booking for appointments and blood tests

At present, direct online booking is only available for certain healthcare needs where a booking link has been sent directly to the patient by the Practice. This helps ensure patients are directed to the most appropriate clinician or service for their needs.

We continue to review opportunities to expand online booking where it is safe, effective and clinically appropriate to do so. However, many requests still require assessment or triage to ensure patients receive the right care, from the right professional, at the right time.

Some services provided by hospital teams or other healthcare organisations continue to manage their own appointment bookings through separate systems and processes.

Key points

- Direct online booking is only available for certain healthcare needs where a link is sent by the Practice.
- We continue to review opportunities to expand online booking where it is safe and appropriate.
- Many requests still require assessment or triage to ensure the right care, from the right professional, at the right time.
- Hospital teams and other organisations manage some bookings through separate systems.

f As local blood testing hubs largely support Secondary Care requests, has there been any progress in ensuring hospital teams receive and access these results promptly?

There have been ongoing discussions across the local health system regarding the sharing of blood test results between services. However, we have not been made aware of any significant changes since our last update.

Where blood tests are requested as part of hospital care, the local blood testing hubs are generally acting on behalf of Secondary Care services, and the transfer of results is dependent on the systems and processes used by those organisations.

Improving the flow of information between healthcare providers remains a priority across the NHS, and we will continue to support developments that reduce duplication, improve communication and ensure clinicians have timely access to the information they need to care for patients.

Key points

- Ongoing discussions across the local health system.
- No significant changes since our last update.
- Local blood testing hubs act on behalf of Secondary Care services.
- Transfer of results depends on the systems and processes used by those organisations.
- We will continue to support developments to improve communication and ensure timely access to results.

g Where can patients get help with NHS App queries?

Our Administrative Team can assist with basic NHS App queries during normal opening hours, such as identity verification and linking patient records to the app.

However, patients should be aware that there is also a dedicated NHS App Support Team available nationally. For many account, login and technical issues, this is often the quickest and most appropriate source of help, as these issues can only be resolved by NHS App support.

Key points

- Our team can help with basic NHS App queries during normal opening hours.
- For account, login and technical issues, the dedicated NHS App Support Team is often the quickest and most appropriate source of help.

How Can Patients Help?

Small actions make a big difference

By using the NHS App and our **Online Consultation forms** (via our website), you can get the help you need quickly and easily, whilst also helping us to keep our telephone lines available for patients who need to speak to us.

Working together for a healthier community

The NHS App – easier access to your healthcare

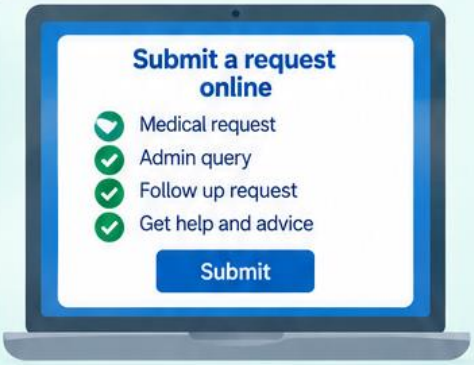
Use the NHS App to:

- Order repeat prescriptions
- View and manage appointments
- View your GP health record (prospective access)
- Get health advice and support
- View messages and letters (when available)
- Check your vaccination record
- Manage certain long-term conditions
- And more...

Benefits of using the NHS App

- Convenient – access services 24/7, from anywhere
- **Saves time** – no need to wait on the phone
- **Secure** – your information is kept safe
- **Helps you stay informed** – appointments, results and messages in one place
- Gives you **more control** over your healthcare
- Helps keep our phone lines available for those who need to speak to us

Online Consultation Forms – quick and easy



You can also use our **Online Consultation forms via our website** to submit requests, ask administrative questions or provide details about your health concern.

- Quick and easy to use
- Your request goes to the right team
- Helps us manage demand safely
- Avoids waiting on the phone
- You can submit requests at a time that suits you

Visit our website

Click on the 'Online Consultation' button on our website to get started.

Online Consultation

How to turn on notifications in the NHS App

1 Open the NHS App

Make sure you have the latest version of the app.

2 Go to settings

Tap **'More'** (at the bottom right) then select **'Settings'**.

3 Turn on notifications

Select **'Notifications'** and switch them on.

4 Choose what you'd like to receive

You can choose to receive alerts about appointments, messages, new test results and more.

Benefits of notifications

- Get instant alerts about new messages, appointments and test results
- Helps you stay up to date with your care
- Reduces the chance of missing important information
- Keeps everything in one place
- It's quick and easy to set up

Together we can make healthcare work better for everyone

Thank you for doing your part