

## A Message from the Practice

We would like to thank all our **patients for their continued support** and understanding.

Over recent weeks, we have experienced a **significant** increase in demand for **routine appointment requests and administrative queries**. As a result, routine requests are currently taking up to 9 working days to process.

**Please be assured that:**

- ▶ We are actively reviewing our systems and staffing capacity.
- ▶ Our team is working hard to reduce waiting times.
- ▶ Urgent medical concerns continue to be prioritised appropriately.

**We truly appreciate your patience while we work to improve access.**

## Telephone System Update

We understand that phone access is extremely important to **our patients**. We have:

- ▶ Conducted a full review of our telephone system.
- ▶ Held a dedicated meeting on 26<sup>th</sup> February to discuss improvements.
- ▶ Identified further steps to streamline call handling during peak times.

**We are committed to making contacting the practice easier and more efficient.**

## LARC Clinic – 21<sup>st</sup> March

We will be holding a LARC (Long-Acting Reversible Contraception) Clinic on:

 **21<sup>st</sup> March**

**For:**

- ▶ Coil (IUD/IUS) fittings
- ▶ Coil removals

 **Limited appointments remaining**

If you would like to book a space, please contact reception as soon as possible.

## Alternate Saturday Clinics

To improve accessibility, the practice is open on **alternate Saturdays** for:

- ▶ Blood tests
- ▶ Cervical smear tests
- ▶ Pre-booked GP appointments (arranged during the week)

If you would benefit from a Saturday appointment, please speak to our reception team.

## Ordering Prescriptions – Use the **NHS App**

The easiest way to request repeat prescriptions is via the **NHS App**.

With the **NHS App**, you can:

- ▶ Order repeat prescriptions
- ▶ Track your requests
- ▶ View your medical record
- ▶ Access **NHS services**

If you need help setting up the  **NHS App**, please ask our team.

## Thank You

We remain committed to providing safe, high-quality care **to all our patients**.

Thank you for your continued understanding and cooperation.

*Caring for our community in Salford*

## Page 2 – Screening & Online Services

### Breast Screening

Over the next few weeks, **breast screening invitations will be sent** to eligible women.

If you receive an invitation, we strongly encourage you to book and attend your appointment.

Breast screening can help detect changes early, often before symptoms develop.

### Bowel Screening

Bowel screening saves lives. If you have **received a bowel screening kit**, it is important to complete and return it as soon as possible.

If you have misplaced or lost your kit, please contact the practice and we can request a replacement to be sent out to you.

### Online Consultations – AskMyGP

We offer an online consultation service called **AskMyGP**.

This service is open from 8:00am to 6:30pm and can be used for all requests.

**AskMyGP** can be used instead of the telephone to submit your request at a time that suits you.

