Camberley Health Centre

Dr Fisher and Partners

159 Frimley Road, Camberley, Surrey, GU15 2QA
www.camberleyhealthcentre.nhs.uk

Dear patients,

We wanted to update you since we changed our appointment system and introduced the use of eConsults to triage GP appointment requests, to help ensure that patients are receiving the right care from the right clinician within the right timeframe.

We introduced this in March 2024 and have triaged more than 5500 requests since. We have been reviewing the new system, both from a patient and a practice perspective.

We want to thank you for working with us during this change and we do understand that it is not quite as simple as before (telephoning the practice and booking an appointment) but the extra effort from patients and our reception staff means that we no longer must ask people to call back as there are no appointments available. We are also pleased to note the many positive comments regarding the improved waiting times for appointments, which was one of our aims.

We have certainly found that if you are able to use the *online* eConsult service (https://camberleyhealthcentre.webgp.com/) whenever possible, this provides much more useful information and allows us to make more appropriate decisions regarding how to help you. Hence, we do very much encourage you to use the online system, if at all possible.

However, we also do recognise some patients are unable to access the online system, so our reception team will still be able to help, but they are unable to gather as much relevant information as we would otherwise get.

A guide to seeking help from our practice:

Routine GP appointment requests	Submit eConsult via https://camberleyhealthcentre.webgp.com/
Urgent clinical matters age 17+	
Admin requests / sick notes	
Urgent clinical matters age 16 & under	Use Healthier Together app to assess / request help: https://frimley-healthiertogether.nhs.uk/add-our-website-your-phones-homescreen
Clinical Pharmacist	**Book via our reception team** (01276 20101) *The NHS app can be used to book some slots, such as cervical screening, diabetes reviews.*
Practice Nurse appointments	
Routine Health Checks	
Blood Tests	
First Contact Physiotherapist	

Once submitted, all eConsults are reviewed by an experienced triaging doctor who will consider the information provided and advise reception as to the most appropriate care required - e.g. an urgent appointment, clinical advice or a routine assessment.

You will then be contacted with the outcome and if an appointment is required, reception will call YOU to book this, avoiding the need to wait in a phone queue at the practice. Appointments are obviously still in high demand, however, so please be as flexible as you can to assist reception with booking you in. For urgent appointments there is very limited flexibility around appointment times.

For urgent on-the-day requests **for children**, we ask that all requests go via the 'Healthier Together app'. This app will ask you questions regarding your child and if the outcome necessitates a clinical review, it will automatically inform the surgery and we will contact you with an appointment time the same day.
Please therefore download the app to your smartphone, using the following link:
Healthier Together | Mobile app (nenc-healthiertogether.nhs.uk)

Alternative options and services:

There are a range of other services that our patients can access directly, which may be more appropriate, and we would encourage you to consider using:

Clinical pharmacist- we have an experienced team of clinical pharmacists who can be booked via reception. They can carry out medication reviews, pill checks, hypertension reviews, up-titrate medications, deal with medication related queries etc.

First contact physiotherapist (FCP): Our FCP can be booked directly with reception and can help with many musculoskeletal issues including assessment, diagnosis and advice on managing your symptoms or will refer you onwards, if necessary. Before booking to see the FCP please see if the self-help app - GetUBetter - can assist you with your problem: getUBetter - Request Access

Community Pharmacy service: From January 2024, you can now see your local pharmacy for a number of minor ailments - see the list below. You can self-refer by attending your pharmacy & they are trained to assess and treat these conditions and can prescribe as needed. If the pharmacist feels that the issue needs further clinical assessment or an alternative approach, they will inform the practice of this.

Condition	Age range
Otitis Media (ear pain)	1-17 years
Impetigo	1 year or older
Infected insect bites	1 year or older
Shingles	18 years or older
Sore throat	5 years or older
Sinusitis	12 years or older
Urinary tract infections	Women age 16-64

Minor Injuries Unit: For sprains/strains, suspected broken bones, bites and stings, scalds and burns and minor head injuries, patients can access the walk-in service at Brants Bridge which is open from 8am to 8pm, 7 days per week.
Overview - Bracknell Urgent Care Centre - NHS (www.nhs.uk)

We thank you again for your ongoing support which helps enable us to continue providing high quality care to our patients despite the difficult time faced by the NHS.

The Camberley Health Centre team