



14th March 2023

Dear All,

Farnham Park Health Group will be introducing changes to our system of booking appointments.

From 24th April we will be changing our online consultation tool from AskmyGP to PATCHS. All practices within Farnham will move to this online system. We will be sending out further information prior to our 'go live' date.

Before moving to this new system, we will be making some changes to our appointment system. The purpose of this change is to manage patient requests for appointments.

From Monday 20th March 2023, we will be turning off AskmyGP until we go live with PATCHS. All patient requests, either urgent or routine will be taken through the telephone system (01252 723122). A member of our team will assess and accordingly book you in for an appropriate appointment. Please note that we cannot accept requests to consult with a GP via our email addresses.

We will be operating a morning and afternoon session. Once we have reached capacity in each session, we will inform you of this.

We will be using a usual GP list system, and wherever possible we will try to book you in with your usual GP. We want to encourage continuity of care, so that over time it is both easier for you and the clinician.

If you are asking for test results, please call after 10:30am. Please remember that test results can be accessed via the NHS app. For routine appointments there will be a wait, however, if you feel your condition has worsened then please call the practice.

For prescription requests please continue to email on prescriptions.fphg@nhs.net or via your pharmacy

Lately it has been reported in the national media of the difficulties in getting appointments. With this in mind we will be utilising the expertise of all healthcare professionals across the community and also the self-care advice available.

If for an appropriate condition (e.g., coughs, colds, muscular injuries, etc.) after having read the self-care advice, you still feel an appointment is required then please contact the practice. Self-care advice can be sought from Healthier Together which is accessible on the front of our webpage.

Thank you in advance for your support.

The Partners at Farnham Park Health Group