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NEW WEBSITE LAUNCHED

On 31 July, Sunbury Health Centre went live with its new website. The website is provided by Surrey Heartlands ICB (formerly the CCG), as part of a programme to provide the same website format across all Practices within Sunbury.

The new website has been developed to line up with the NHS.uk website for advice and information for patients and allows better integration with the NAS App.

Our patient triage system has changed as a result of this, and you will now see different options for submitting requests to us online.

MEDICAL REQUESTS

Medical requests can be submitted between 8.00am – 11.00am. The best option for requesting an appointment with us is to use the ‘Request an appointment using an online form’.

Once received, our Team will triage your request, and either book you an appropriate appointment directly, or send you a link via text message for you to choose and book your own appointment, for a date and time that suits you.

ADMIN REQUESTS

Admin requests are available all the time, but should not be used for requesting an appointment. Use this for requests, such as Fit (sick) notes, questions about a referral or any other queries.

REPEAT PRESCRIPTION REQUESTS

Repeat Prescription requests can be submitted via the website form, but it is quicker and easier to use the NHS App – simply sign in, tick what you need and the request is sent straight to us. Once approved, your Prescription will be sent directly to the Pharmacy for you to collect.

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The new website has been received positively across Surrey. Feedback is being collected and collated and the website will be developed further in light of patient feedback.

For patients who do not use, or are not confident about using the website, phone lines are open from 08.00am – 6.00m, and the Practice Team can talk patients through how to use the website, or complete the medical/appointment request form on your behalf.