



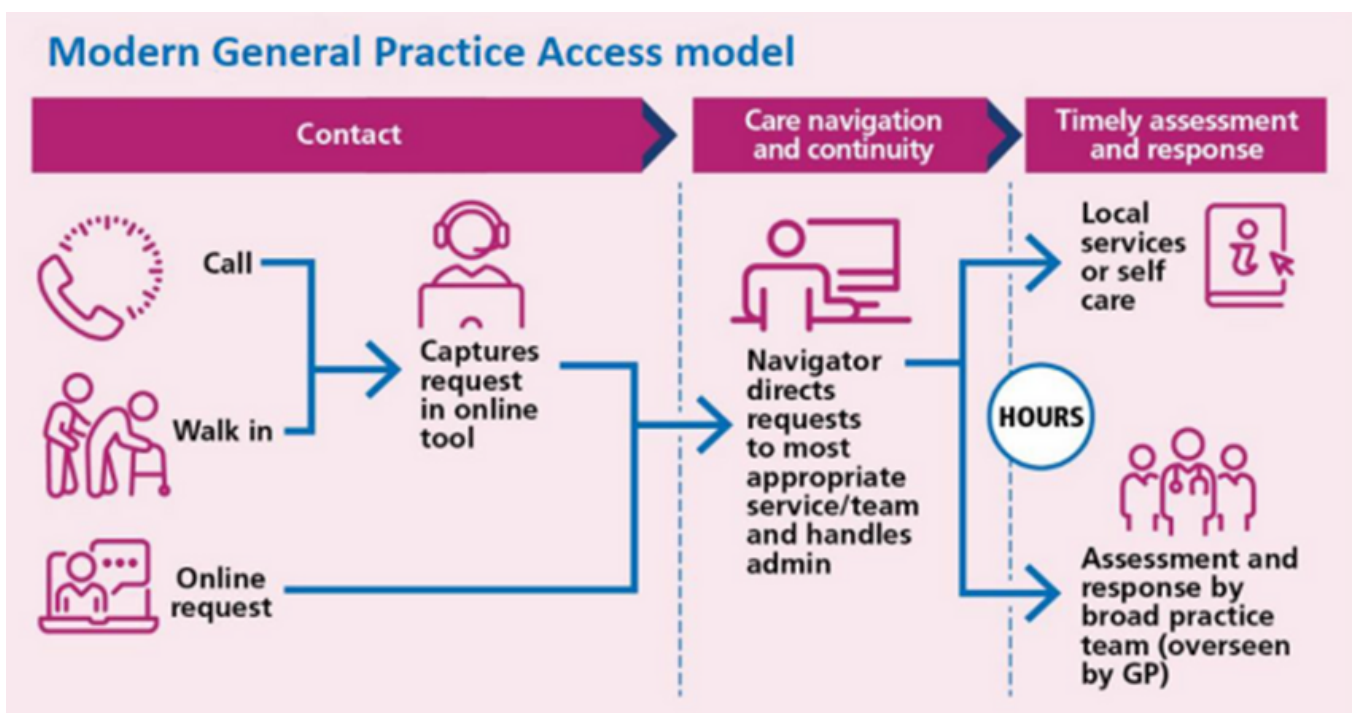
## How Patient's Access GP services at St Catherine's Surgery is changing from October 2023

For some time, accessing your GP has felt:

- **Confusing**; things have changed and I'm not sure how it works now
- **Frustrating**; the 8am rush, to be told to call back tomorrow
- **Worrying**; will I get an appointment if I need one
- **Unfair**; the feeling of a first come first served allocation of appointments

This is reflected in declining patient satisfaction and is an issue affecting all GP Practices across the country.

To address this, NHS England's ambition is to create a **Modern General Practice Access model** promoting better digital online contact tools and telephony, simpler online requests, and faster navigation, assessment, and response as depicted below:



We are pleased to announce that we will be moving to the new Modern General Practice appointment Model from 2nd October 2023. This system will make it easier for patients to request appointments without having to queue on the phone. Appointment requests will be subject to clinical triage which will enable us to prioritise patients based on their clinical need. Patients will be allocated an appointment within an appropriate timeframe for the symptoms described. Additionally, we will go live with an improved version of our website <https://stcatherinessurgery-wirral.nhs.uk/> at the same time which will provide information on self-care and other community services that are available to treat minor issues.

From October we will be asking all patients that can, to submit their appointment request via an on-line tool called PATCHS which is available on our website. We encourage patients to create a PATCHS account prior to the change. For patients that do not have internet or have trouble accessing online services, our reception staff can submit your request for you over the phone.

The aim of the new model is to ensure you receive the right treatment/advice at the right time, with the right clinician / service, based on appropriate clinical need.

**Please register for PATCHS before October.**