

Accessing our services

Our practice is open from 8.00am to 6.30pm, Monday to Friday. Throughout these hours you, or your carer on your behalf, can:

- Visit the practice
- Call us via 01268 552999
- Use our online consultation tool via our practice's website or the NHS app.

You can choose the way you contact us based on what is best for you.

Using online consultation

You can use our practice's online consultation tool, Accurx <https://accurx.nhs.uk/patient-initiated/F81645>, during our core opening hours (Mon–Fri, 8am–6:30pm) for:

- routine, non-urgent appointment requests
- medication queries
- administrative requests (e.g. fit notes, test results, letters).

We will get back to you within 48 hours of receiving the accurx or sooner.

Please note: If you need help filling in an online request, you can phone our practice on 01268 552999 or visit us in person.

If our practice is closed and you need urgent help for your physical or mental health – go online to 111.nhs.uk or call 111. They will tell you what to do next. **For emergencies** such as chest pain, severe bleeding, or difficulty breathing, please **go to A&E** (Accident and Emergency) or call **999**.

What happens when you contact our practice to request an appointment?

Whether you make your request by phone, online or visiting the practice, you will be asked to give us some details so that we can assess what is best for you based on your clinical needs. The practice team will review your request for an appointment or medical advice and tell you within 48 hours what will happen next. This could be:

- A booked appointment (face-to-face, video or telephone) the same day or another day
- A message with advice or next steps (such as a text message, email or NHS App message)

- A referral to another NHS service (pharmacy, specialist or other community service)
- Advice to call 111 or visit A&E.

Please do not use the online consultation tool for:

- Urgent medical problems - after 18:30pm please phone the surgery for advice. If the surgery is closed, please call 111.
- Emergencies – for emergencies such as chest pain, severe bleeding, or difficulty breathing, please go to A&E or call 999.

If your need is urgent or you're unsure what to do, please call the practice or visit us in person. Urgent clinical matters will be triaged and managed appropriately.

Understanding our appointments

Our practice is here to support your ongoing health and wellbeing. We offer:

- **Routine appointments for:**
 - issues that can wait a few days until the next available appointment
 - ongoing or long-term health conditions
 - medication reviews
 - general check-ups or follow-ups.
- **Urgent appointments for:**
 - problems that need attention sooner but are not emergencies
 - a new health problem that you haven't told us about before
 - worsening symptoms that need attention today or soon
 - problems you're worried will get much worse if you wait longer.

You and your general practice

This guide tells you what to expect from our practice and how you can help us, so you get the best from the NHS.

[Read the You and Your General Practice guide.](#)

You can also [visit our local NHS Mid and South Essex Integrated Care Board website](#) for further information on how to give feedback or raise a concern.