

Non-urgent appointments:

You are **no longer** able to book GP appointments online unless you have received a booking link.

For all **non-urgent appointments**, please complete an online e-consultation, which will be triaged by a clinician to determine the most appropriate outcome. This can be completed via our practice website.

There is no need to telephone the practice at 11:00am to request an appointment.

If you are **unable to complete an online consultation** for a non-urgent appointment, please telephone the practice after 11:00am, and a member of the team will complete the consultation on your behalf. This will be triaged in the same way as if you had completed online.

For **urgent appointments**, please telephone the practice at 08:30am. The reception team will discuss your symptoms with the duty doctor and advise you on the next steps.

Thank you for your understanding and co-operation.