

Mansell Road Practice

UPDATE.

As we go through ever changing and challenging times, here is an update on changes taking place at the practice and how it affects you.

With online, video and telephone consultations all being used to greater effect a GP surgery.

Please read the information to help us help you

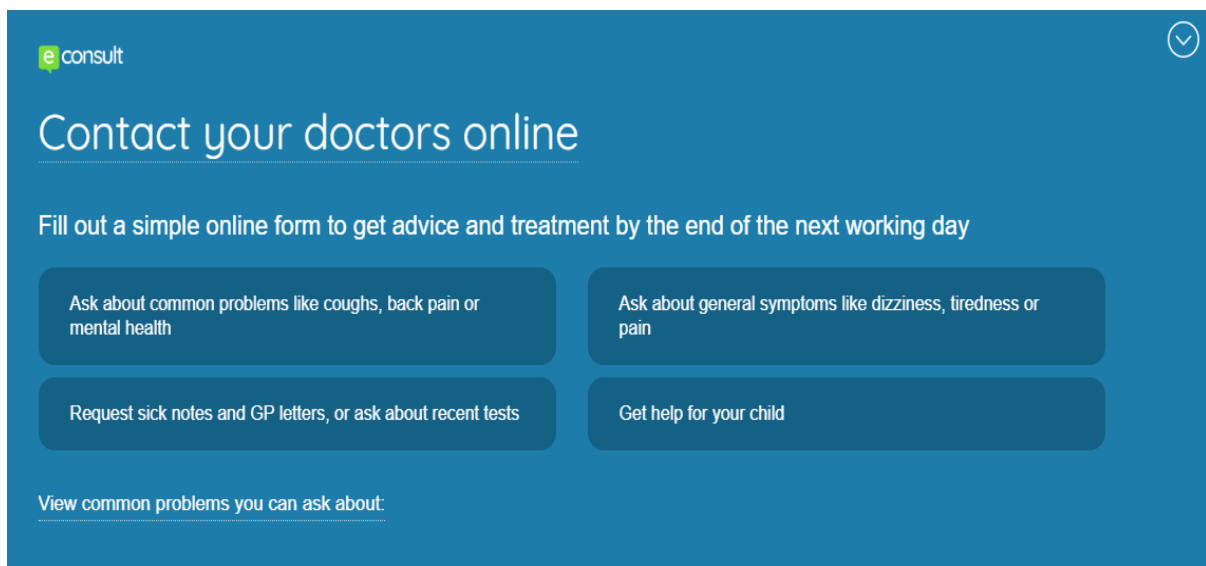
CONTACTING THE SURGERY

IMPORTANT – DO NOT EMAIL US

USE OUR WEBSITE FIRST

CONTACT YOU DOCTORS ONLINE

THIS IS THE QUICKEST WAY



This service is able to offer advice for you or your child, ask for appointments, send in symptoms (including pictures), send in results, request sick notes, letters and even any results asked for by the clinicians.

IF YOU DON'T HAVE INTERNET ACCESS

We can and will book about appointments and take requests for call backs for result by phone. We do encourage internet use but if you cannot use the internet call 0208 575 0083 and select option 6

PRESCRIPTION REQUESTS

IMPORTANT – DO NOT EMAIL US

EITHER

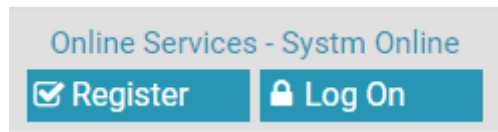
- a) Log on to online services and request through online services (your repeat list is available as well as a free text box for anything you believe is repeatable) – you may need to request a username/password or password reset



- b) Ask your pharmacy to request on your behalf.
- c) You can use econsult to request
- d) In writing posted to us

NOT EVERYTHING WILL BE REPEATED AND WE MAY HAVE TO CALL YOU BACK.

ONLINE SERVICES



Our online services will also offer you (in the future) the chance to book online appointments, send in results, access to your medical records.

VIDEO CALLS

You may be asked to take part in a video call, this will be discussed with you by the clinician doing the call

PICTURES

IMPORTANT – DO NOT EMAIL US

We may need pictures to assist diagnosis. We will ask for them and ask you to send via a secure text service.

PERSONAL DETAILS

It's imperative your personal details are correct (email, mobile, home number) as well as address. We do many phone appointments, video calls and send letters/ sick notes by sms and email now. Without the correct details you may not get what you need

Regards

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