

## Your care directory

Making an appointment	<ul style="list-style-type: none"> <li>• Please complete <a href="#">this online form</a>. The team will review your request and contact you the same day with an appointment or information.</li> <li>• If you cannot complete the form online, please telephone us, or visit your GP practice who will complete the form for you.</li> <li>• You can book some appointments (for example smear tests) via the NHS App.</li> </ul>
Getting repeat medication	<ul style="list-style-type: none"> <li>• If you are looking for a repeat medication, you can ask your local pharmacy to register you for the Electronic Prescribing Service. This means your prescription will be delivered directly to the pharmacy, so you do not need to come into the surgery or make an appointment.</li> <li>• You can request medication via the <a href="#">NHS app</a></li> <li>• You can request medication via this <a href="#">contact form</a> on the website.</li> <li>• You can drop a hand written request off to one of the collection boxes on site.</li> </ul>
Getting a vaccination (you or your child)	<ul style="list-style-type: none"> <li>• You can make an appointment with the nursing team by either booking online via the <a href="#">NHS app</a>, <a href="#">filling in this form</a>, or telephoning your registered practice.</li> <li>• If you cannot complete the form online, please telephone us, or visit your GP practice who will complete the form for you</li> </ul> <p><b>Please note we do not currently offer travel vaccinations. These can be accessed via your local travel clinic, or pharmacy.</b></p>
Booking a Cervical Screening (smear), or bowel cancer screening test.	<ul style="list-style-type: none"> <li>• You can make an appointment with the nursing team by either booking online via the NHS app or <a href="#">filling in this form</a></li> <li>• You can telephone the Access Hub for an appointment</li> <li>• If you cannot complete the form online, please telephone us, or visit your GP practice who will complete the form for you.</li> </ul>
Changing your personal details	<ul style="list-style-type: none"> <li>• Please use the <a href="#">change of details form</a>, or the contact us form on the website</li> <li>• Or you can write a letter to your registered practice.</li> </ul>
Getting self-help and self-referrals	<ul style="list-style-type: none"> <li>• See our <a href="#">Services</a> menu on the website</li> </ul>
Join the Patient Participation Group	<ul style="list-style-type: none"> <li>• You can fill in this <a href="#">form</a> on the website</li> <li>• You can visit your local practice as ask to join.</li> </ul>
View your medical record and test results	<ul style="list-style-type: none"> <li>• You can access this information via <a href="#">NHS app</a>. Contact reception for help registering with this service.</li> </ul>
Fees for services	<ul style="list-style-type: none"> <li>• Your NHS treatment is free. There are charges for some services that which are not covered by the NHS for example medical or insurance reports, requests for letters and private sick certificates.</li> </ul>
Feedback and complaints	<p>We value your feedback</p> <ul style="list-style-type: none"> <li>• Find information on feedback and complaints <a href="#">here</a></li> <li>• You can speak to any member of the practice staff in person</li> <li>• You can email the Site Manager at your registered practice.</li> </ul>