

How do I...? A guide for patients to help navigate practice systems

How do I...	
Register with the practice?	Registration form online (via website) + you can complete a handwritten one in person. Reception send a text message to prospective patients linking to the website form
Change my address / phone number etc?	Link on website to a form to complete. Submitted from website and reception receive an email with the form which they then action
Book a routine GP appointment?	Either online via NHS app, in person via reception or by calling the practice
Book an urgent GP appointment?	Calling the practice
Request a home visit?	Calling the practice
Arrange a review of my chronic disease?	Calling the practice
Arrange a blood test?	Calling the practice
Book an appointment for routine vaccinations?	Seasonal vaccinations : self-book via text message invite, in person or calling the practice Ad-hoc vaccinations : in person or calling the practice
Book an appointment for travel vaccinations?	Form to complete (on website) and email to the practice or can ask reception to pass you one to complete a handwritten version
Book an appointment to discuss new contraception or for a pill check?	Calling the practice
Arrange to have a coil fitted or removed?	Text message which reception can send you or can signpost you in person, over the phone or via email

Arrange to have a contraceptive implant fitted, removed or replaced?	Text message which reception can send you or can signpost you in person, over the phone or via email
Book an appointment for sexual health screening?	Text message which reception can send you or can signpost you in person, over the phone or via email
Book a smear test?	Calling the practice
Book a mammogram?	Signposted online or can direct you in person or over the phone
Access support to stop smoking?	Text message which reception can send you or give you the number of smoking cessation service, in person.
Access support to reduce alcohol / drug use?	Text message which reception can send you or give you the number of smoking cessation service, in person.
Seek lifestyle support around diet / exercise?	HCA advice in person, accurx templates etc
Book an appointment to discuss a joint injection?	Either online via NHS app, in person via reception or by calling the practice
Book an appointment to discuss having a skin lump removed (minor surgery)?	Either online via NHS app, in person via reception or by calling the practice
Book an appointment to see a midwife	Calling the practice
Book an appointment to see a physio?	Calling the practice
Access support for my mental health?	Either online via NHS app, in person via reception or by calling the practice
Get a referral for counselling / psychological therapy?	Text message which reception can send you or give you the number of counselling services in person, over the phone or via email
Book an appointment about a new eye problem?	Text message which reception can send you, or they can give you the details on person or over the phone
Book a medication review?	Either online via NHS app, in person via reception or by calling the practice
Order repeat prescriptions?	Either online via NHS app, in person via reception, or via chemist

Order a prescription for something that is NOT on repeat?	in person via reception or by calling the practice or via chemist
Arrange to have a form completed (e.g. bus pass form, passport application etc)?	in person via reception or by calling the practice
Book an appointment for a medical (taxi / HGV/ foster carer etc)?	in person via reception or by calling the practice
Request access to my medical records?	in person via reception or by calling the practice or by emailing the practice
Register for online record access?	in person via reception or by calling the practice or by emailing the practice
Remove or prevent access to my online records?	in person via reception or by calling the practice or by emailing the practice
Register for proxy access to view the records of my child / support someone I care for?	in person via reception or by calling the practice or by emailing the practice
Get help with transport to appointments?	in person via reception or by calling the practice
Check on the progress of a referral?	in person via reception or by calling the practice
Check results of tests I have had done?	in person via reception or by calling the practice or checking your results via NHS app
Request a fit note for a new problem?	in person via reception or by calling the practice
Request a repeat fit note for an ongoing problem?	in person via reception or by calling the practice
Make a complaint about my care?	in person via reception or by calling the practice or via email