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Dear Patient,

We are writing to update you about the forthcoming changes to our booking system. In November 2022 we updated our booking system to separate same day and routine appointments. We are now moving to the next step of improving our system.

From the 20<sup>th</sup> September 2023 (Wednesday) we will be changing how you book your routine appointments. Rather than phoning after 1pm to get a routine appointment, you will now be able visit our website and click on “Contact us Online” and then “I want help for a routine medical issue”. The information you provide will be triaged by our care navigators and a doctor, and a suitable plan put in place (ie, investigations, referrals, appointment).

The online form is simple to use, however if you do not have online access or cannot use an online form, then please phone the surgery any time after 10am, and a care navigator will complete the same form on your behalf. Each form will be triaged in the same way whether you complete the form online, at the practice or over the phone. We believe that this is a fairer system of accessing advice and appointments.

We will be trialling this system for at least 3 months so please send us your feedback - both positive and negative - to help us improve the system. We hope these changes will help you get the most appropriate healthcare. We will, however, assess it regularly to ensure that it is a safe and fair system and make any changes as necessary.

Same day appointments and advice will still be available by phoning reception after 8am. The same day appointments are with our paramedic, advanced nurse practitioners, pharmacist, practice nurses and doctors. Other teams might be more appropriate for same day care needs. Our website lists the other NHS services on our ‘Self Help and Other Services’ page.

You will still be able to phone reception after 10am for general enquiries and for booking treatment room appointments, and after 2pm for advice from the prescriptions team.

We hope the transition will be smooth, however, as with any system changes, there may be unexpected problems that occur. Your understanding during this time would be appreciated.

We will be sending this letter out by post to anyone that may not have a mobile number linked to their account.

If you have any queries or concerns about the changes being implemented please phone reception or leave a message on our feedback page on the website.

Yours sincerely

The Partners