

## Appointments

Meeting the increasing demand for appointments is a challenge for every Practice in the country and we have been assisted this winter with support from the NHS and Shropshire Clinical Commissioning Group with funding to employ locum GP's to cover an additional 96 appointments and also with the Winter Pressures Scheme.

Whilst we are continuing to review and develop the services we provide to improve access we would also ask for your assistance in cancelling appointments if you no longer need them and ensuring you attend booked appointments if they are required.

In December and January 82 GP appointments and 200 Nurse and HCA appointments were wasted due to patients failing to attend or to cancel appointments.

**Please help us to make the best use of our resources –  
if the appointment is not needed please cancel it.**

Thank you

## The Benefits of Patient Online Access

### Summary of Services available with Patient Online Access:

- Order repeat medication
- Book appointments online with a GP/HCA
- View your blood test/x-ray results
- View documents, for example: correspondence received by the Practice from Hospitals/community services regarding your care.
- View your immunisations
- View your allergies
- View your detailed coded medical records

### Applying for Patient Online Access is simple:-

**Step 1: Complete an application form which you can collect in person from reception at both practices or download from the Practice website: [www.muchwenlockandcressagemp.co.uk](http://www.muchwenlockandcressagemp.co.uk).**

**Step 2: Provide proof of identity (1x photo ID, 1x proof of residence)**

**Step 3: Your application will be processed within approximately 3 weeks and you will be notified to collect your registration document to register on line.**

## Blood Tests

In the previous Practice Newsletter we understood that we could use Bridgnorth Hospital as an option for a blood taking service however this appears not to be the case and we apologise for any inconvenience this may have caused.