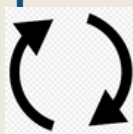




### COMING SOON! Changes to the online booking system

Patients will soon be able to submit online requests to our GPs directly from the NHS App or practice website.

**From Tuesday 2<sup>nd</sup> June the practice will no longer be using PATCHs, but a much simpler system called AccuRx.**



We believe Accurx will provide a much simpler and smoother experience for both patients and staff.

#### Benefits of AccuRx include:

- No separate account or password needed.
- If you use the NHS App, the system will recognise your details.
- Easier to submit requests for someone you care for.
- Fewer questions to complete, with the option to add extra details and photos if needed.
- Requests are reviewed and responded to by our dedicated regular GP team.
- Messages are saved directly to your medical record, making updates easier to view in the NHS App.
- We already use Accurx for text messages, appointment reminders and booking links, helping staff manage everything in one system.
- Most other Stockport practices already use Accurx for online requests.
- The service is approved and funded by NHS Greater Manchester ICB, helping practice savings go back into patient care.

#### What Do I Need To Do?

- **Continue to use PATCHs until Monday 1st June for online medical requests. Once we change system any outstanding messages in PATCHs will be updated into AccuRx.**
- **From Tuesday 2<sup>nd</sup> June the new link will be live on the practice website, or via the NHS APP.**
- **If you can, set up an NHS App account.** Ask one of our receptionists, or look out for one of our Digital drop in sessions if you'd like help to do this
- If you do not have online access you can continue to call us on 0161 9839797 and one of our receptionists will be able to submit your requests for you.

You can find out more about AccuRx here [www.accurx.com/patient](http://www.accurx.com/patient)

#### Need help with the NHS App?



Contact the NHS App support team using the QR code below or by visiting: [digital.nhs.uk/nhsapphelp](http://digital.nhs.uk/nhsapphelp)



The team will be able to help you with all technical queries.

It's normal to experience some technical difficulties with the NHS App if your GP surgery is changing clinical systems or merging with another practice.

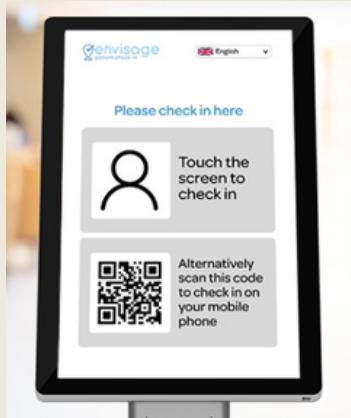
If you encounter any technical issues after these changes are complete, please contact the NHS App Team.

You can also find more help and information, here: [www.nhs.uk/nhs-app](http://www.nhs.uk/nhs-app)



## Check in & Patient Call system

In April we launched our long-awaited new patient check-in and call system!



Please use the check-in screen to register your arrival for your appointment and when your clinician is ready, your name and the room to go to will appear on the tv screen along with patient messages.

You can also scan the QR code and log in from your smartphone if you prefer.

If you have any issues checking in or are waiting more than 20 minutes for your appointment without being called, please speak with one of our reception team.



### Need help with the NHS App?

Contact the NHS App support team using the QR code below or by visiting: [digital.nhs.uk/nhsapphelp](https://digital.nhs.uk/nhsapphelp)



The team will be able to help you with all technical queries. It's normal to experience some technical difficulties with the NHS App if your GP surgery is changing clinical systems or merging with another practice. If you encounter any technical issues after these changes are complete, please contact the NHS App Team. You can also find more help and information, here: [www.nhs.uk/nhs-app](https://www.nhs.uk/nhs-app)



### Do more with the NHS App!

- 🔗 Order repeat prescriptions
- 📞 Use NHS 111 online
- 📍 Find NHS services
- 📄 View your GP health record
- 📅 Book appointments
- 📧 Get reminders and messages
- And much more...

Need help? Get support in the app or visit [nhs.uk/nhsapphelp](https://www.nhs.uk/nhsapphelp)




**We're on tour!**



**Come see us for free and confidential STI testing & sexual health advice. No appointment needed.**

**13:00-15:30, 3<sup>rd</sup> Thursday every month:  
Morrisons Reddish, 408 Reddish Road,  
SK5 7AA**

For more information:  
**030 3330 8888**

[www.locala.org.uk/services/sexual-health](http://www.locala.org.uk/services/sexual-health)

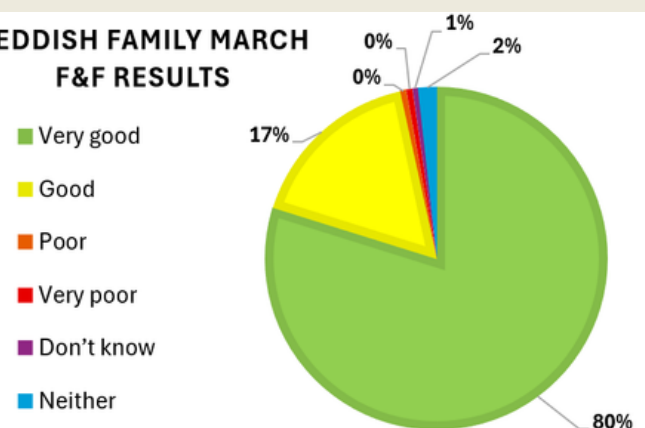
## Upcoming Practice Closure

**Monday 25<sup>th</sup> May - Spring bank holiday**

Don't forget we are closed on Bank Holidays, Please submit any prescription requests by Wed 20<sup>th</sup> May to be ready for the weekend. You can still access help via NHS 111 online or by telephone by calling 111.

## Friends & Family Test Feedback:

**REDDISH FAMILY MARCH  
F&F RESULTS**




★★★★★

*Very Good*

"Appointment on time. Sophie is so attentive, and you never feel you are being rushed. She listens to how you are, and genuinely takes an interest in your well-being."