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## SUNBURY HEALTH CENTRE NEWS

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### A ROADMAP TO ACCESSING THE HELP YOU NEED FROM SUNBURY HEALTH CENTRE

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Sunbury Health Centre is continuing to develop a multi-disciplinary team, broadening the range of Clinicians, in addition to GPs. Examples of support that can be delivered to patients by other health professionals include blood tests, routine medication, diabetes and asthma reviews.

It is in this context that the Health Centre provides a multi-disciplinary team which, in addition to ten GPs, includes advance Nurse Practitioners, Paramedics, Clinical Pharmacists, Trainee GPs and a Nursing and Phlebotomy Team. Other allied health professionals including, Mental Health Practitioners and Social Prescribers, are planned for early next year.

Appointments can be requested from 8.00am – 5.30pm, Mondays to Fridays, by completing an online form which can be found on the Practice's website:

<http://www.sunburyhealthcentre.nhs.uk>

If you do not have access to the internet, you can call Reception between 8.00am and 6.00pm, where a member of the Team can complete the online form for you.

Information from the form is used to 'triage' your request and ensure that you are guided to the most appropriate health professional for your needs.

The website opening hours (8.00am – 5.30pm) ensures the timely and efficient processing of requests during working hours to avoid the inevitable backlogs which would occur if requests were made outside of these core working hours.

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### Extended Access

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Appointments can be accessed six days a week, thanks to linking with the NICS Federation who provides extended access appointments to North West Surrey GP Practices.

The Health Centre has access to a quota of evening and Saturday appointments provided at Ashford or St. Peter's Hospitals, that are triaged and booked by the Sunbury Team.

In addition, for less serious issues, such as acne, bites, stings, blisters, mouth ulcers and sore throats, the Practice is able to book patients' appointments at local Pharmacists.

Sunbury Health Centre Core Patient Participation Group