



IMPORTANT UPDATE

04 September 2024

Dear Patient,

Starting on **Monday 9th September 2024**, Queens Road Surgery will be changing how we offer appointments. We are transitioning to a Doctor First model, where all appointments will be triaged by a General Practitioner (GP). This approach ensures that you are directed to the most appropriate healthcare professional for your medical needs, which may include referrals to local pharmacies or other community services. Once the GP has completed the triage, a member of staff will contact you with the next steps.

You can request appointments in three ways:

1. **Dr.iQ App:** Submit your request with as much detail as possible, and we'll respond the same day.
2. **By phone:** You can call the surgery to book an appointment. Our trained receptionist will ask a few questions to ensure the GP provides the best possible care.
3. **In Person:** Visit the practice, to book an appointment again our trained receptionists will ask a few questions.

The details you provide will be kept private and confidential, and it will help the triaging GP determine the best treatment pathway for you.

Thank you,

Queens Road Surgery