**Wealden Ridge Medical Practice
Important Update: Changes to how you can book urgent appointments**

We recently reviewed our appointment data and found that many calls made at 8am for same-day appointments were actually for non-urgent issues. To help keep our phone lines free for patients with urgent needs, we've made a small but important change:

👉 **You can now book non-urgent appointments by phone after 10am**, or anytime via the **NHS App** or **Patient Access**. This update supports the Government’s goal of reducing the early morning rush for appointments, often called the “8am scramble.”

To help you understand the new process, we’ve answered some common questions below.

Don’t worry— actually **not much has changed**, we’ve just increased the way appointments can be booked to make things easier for everyone.
 **This only applies to GP appointments. All other appointments have not changed.**

**Frequently Asked Questions**

**Q: What if I need an urgent appointment on the same day?**
🕗 Call us as usual from **8am** if you have an urgent issue.
📱 Our receptionist will send a triage link to your mobile phone/smart device, this link will take to you to Visiba Care via your NHS App. If you do not have a mobile phone/smart device the receptionist will complete the triage link on your behalf, we also have a small number of appointments that the receptionist can book directly into where appropriate.

**Q: What happens if my issue is urgent?**

* If you have a mobile phone or tablet, we’ll send you a link to complete a short **triage form**. This link will take you to the **NHS login**, where you’ll fill in the triage form
* The form goes directly to the **duty doctor**, who reviews all requests throughout the day.
* After reviewing your form, the surgery will contact you with next steps—either a same-day appointment or advice on booking for another day.

📞 **Don’t have a smartphone or tablet?** Don’t worry—our reception team will help you complete the triage process.

**Q: Can I book an urgent appointment online?**Yes! The link is available from 8am to 6pm, Simply:

1. Visit [newickhealthcentre.nhs.uk](https://www.newickhealthcentre.nhs.uk) (this must be done via our website)
2. Click on “**Appointments”**
3. Select **“To request an urgent appointment…” or scan the QR code.**This creates a link to the Visiba Triage form via the NHS Login. Click the button at the bottom.
4. Log in via the NHS Login and complete the Visiba triage form - this will follow the triage process above and the surgery will then contact you directly.

**Need an Urgent Appointment Today but Don’t Have a Mobile Phone?**

📞 Don’t worry—you still can – just call us or come in.

* We keep some urgent appointments available to book **through reception** for patients without a mobile phone.
* Or, if you prefer, the **reception team can complete the online form for you**.

🛑 If you come to the desk, you may be asked to return home and we’ll call you on your **landline** to complete the form—this helps keep your information private.

**Not Confident With Online Forms or don’t have a smart phone?**

👍 That’s okay. Our reception team is happy to help. They can:

* Fill out the form **over the phone** with you (on your landline)
* Guide you through the process step-by-step

**Can I Still Book at the Reception Desk?**

✅ Yes. There will still be **a limited number of appointments available at the desk**, especially for those without access to a mobile phone. Even if you do have a mobile, you can come to reception, and we’ll send a booking link to your phone.

**Booking Appointments – Made Easy**

**Q: Can I book a routine (non-urgent) appointment in advance?**
✅ **Yes, absolutely!** If your issue isn’t urgent, please call or visit reception **after 10am** to book a future appointment.

You can also book online anytime via: **NHS App** *(download it from your app store) or* **Patient Access** *(ask at reception—ID is required to register) –

A full version of this information is available (in large print) on-line at* [newickhealthcentre.nhs.uk](https://www.newickhealthcentre.nhs.uk) or ask at reception: