**Blackwater Medical Centre Newsletter**

**May 2025**

**Don’t Need It, Cancel It!**

So far this year (January - April 2025) there were 19,254 appointments

**679 appointments were booked, not attended and not cancelled**

Please ensure that if you cannot keep your appointment, you let us know as soon as possible so that another patient can have it.   This is a complete waste of time and resource, and we ask our patients to please be considerate to others.   There is now an option on the phone system to cancel appointments to make it easier.

**Changes from e-consult to Accrux- change of electro functionality**

**E-consult was replaced by Accurx on 1st April 2025 and will be fully live from 1st June 2025**

From 31st March 2025, the ICB will no longer be funding e-consult as they are trying to streamline their digital service. The chosen provider is now Accurx. Some patients may have already seen this in place with blood pressure monitoring. The NHS app is still available if patients should prefer to continue using this route.

Accurx is the easy-to-use communication platform specifically designed for the NHS, facilitating communication between patients and healthcare professionals and streamlines engagement within NHS settings, primarily used in GP surgeries. Accurx offers features like text messaging, video consultations, and integration with major NHS systems.

Key Features and Benefits of Accurx:

* **Facilitates Communication:**

Accurx provides a central platform for patients and healthcare professionals to communicate efficiently.

* **Enhances Patient Engagement:**

By making communication easier, Accurx helps improve patient engagement and satisfaction.

* **Streamlines Workflows:**

Accurx helps streamline communication and reduce delays in patient care.

* **Supports Remote Consultations:**

Accurx enables remote consultations through video calls, which is particularly useful for busy GP surgeries.

* **Integrates with NHS Systems:**

Accurx integrates seamlessly with major NHS systems, ensuring a smooth flow of information.

* **Used by Many NHS Trusts:**

Accurx is used by a large percentage of NHS trusts, demonstrating its widespread acceptance and usefulness.

**Save Money for our NHS**

Small things can make a huge difference to the NHS, especially when it comes to saving money. You may not realise how much sending printed and posted letters to patients cost, but it runs easily into millions a pounds a year and worse still the environment pays a very high price too!

You can express your needs for your communication in braille, large font letters, email or text messages.

Use your phone to scan this QR code. On some devices a QR Scanning App may be required. These can be downloaded for free from your app store. This opens a secure Patient Communications Hub website that’s unique to you, where you can select your preferred communications format by following the simple instructions.



**Forthcoming May Bank Holiday**

The surgery will be closed on Monday 26th May for the bank holiday. If patients need medical attention during this time, they should contact 111. In the event of an emergency only, call 999. The surgery will reopen on Tuesday 27th May at 8.00am.

Please note that the Blackwater community pharmacy will also not be open on this day.