

An update for our Gosport Medical Centre patients:

Welcome to The Willow Group. From Friday 21<sup>st</sup> April to Monday 24<sup>th</sup> April 2023, Gosport Medical Centre's computer system will merge with The Willow Group's. This means that from Monday 24<sup>th</sup> April there will be some changes in the way you access your surgery.

While all GP practices provide the same services, we all do things slightly differently. We'd like to help everyone joining us from Gosport Medical Centre (GMC) to settle in quickly by offering some tips on how to contact us and get best use from our services.

#### Appointments and queries

As with all GP surgeries, we try to provide as much as we can online. GMC provided eConsults for your queries; we use a similar system called Klinik. If you have a question about your healthcare, or want to make an appointment, you can complete a Klinik form which is easily accessed by clicking the popup banner on the front page of our website, [www.thewillowgroup.nhs.uk](http://www.thewillowgroup.nhs.uk).



**Contact us  
online**

Get help from your GP with Klinik! You can submit any medical query, including an appointment request.

**START HERE**

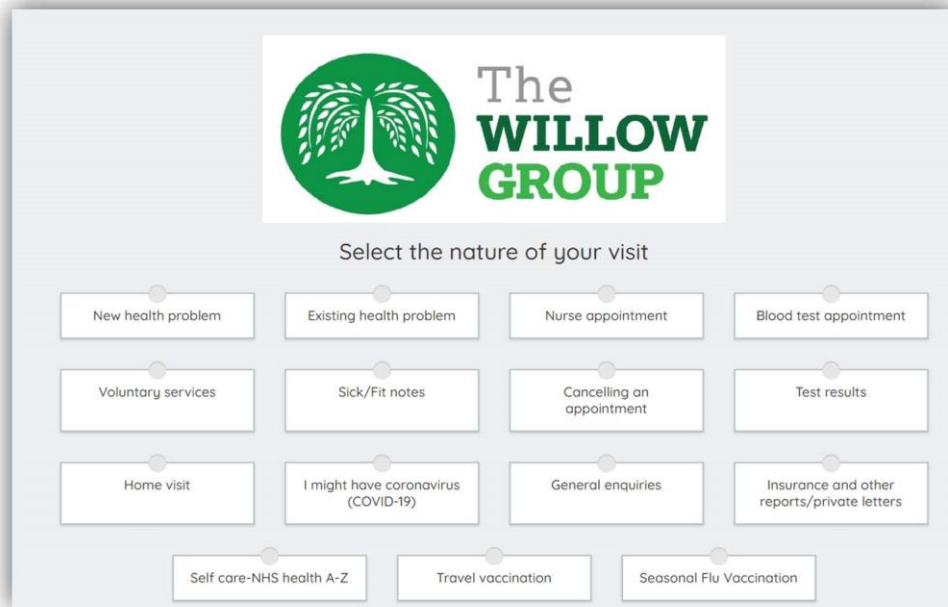
**KLINIK  
ACCESS**

**NHS**

**ONLINE  
ACCESS**

The banner features a collage of four healthcare professionals: a male doctor, a female nurse, a female doctor, and another female nurse, all smiling. A circular badge with the text 'ONLINE ACCESS' is overlaid on the collage.

Clicking the link will take you to the main Klinik menu



Most of the tiles are a short form for you to enter a few sentences about your query. You will also be asked for your details and best times to be contacted. The New health problem, Existing health problem, and Home visit tiles are more detailed questionnaires, and will help us prioritise and pinpoint your issue against the hundreds of queries we get daily.

If you find yourself without internet access, or you're reading this on behalf of someone who has no access, you can always phone us on 023 8231 1034 and speak to one of our expert Care Navigators. They will complete a Klinik form with you. We ask that if you can use our online services, please do so to free up the phone lines for those who can't.

When the form is completed, it goes directly to a dedicated team of clinicians who will triage your query and send it on to the best person to deal with it. You might get a call back, or a text to book a routine appointment or a referral to a local pharmacy, or a confirmation to say your medication has been prescribed. Again, if we know you don't have internet access, we will call you to book any appointments.

But I'm not feeling well today, I'd really like some advice quickly

Klinik helps us with that too and illnesses that require on the day attention will be directed to our Same Day Access Service. If you have a new problem that is important for that day, click the New health problem tile and then select Back, bone, joint or muscle problem, Mental health problem, or General health problem, as appropriate. Click the continue button in the bottom right of the screen.

You'll be taken to a questionnaire that will focus on your issue, ensuring that you provide us with all the necessary details. Complete this as fully as you can, add your name and contact details at the end and we'll do the rest. Initial contact may be a text requesting further info, for example a photo of skin rash (we use the same texting system as GMC so you already know how to use it) but you will be contacted by phone. We might just offer advice, prescribe there and then direct to your preferred pharmacy, or ask you to come in for a closer examination.

Our Same Day Access Service operates out of Forton Medical Centre, which is on Forton Road by The Crossways. The E1 and 11 bus routes operate nearby with the E2 a slightly longer walk away. There is a good-sized car park at Forton too.

I have regular medication – do you know this and where to send my prescription?

Your preferred pharmacy is part of your NHS national care record. Whichever pharmacy you have already nominated will continue after GMC's system is merged with ours. You can change your pharmacy any time by letting us know next time you want medication, or by informing your new pharmacy direct.

If you have regular medication, this will continue. Repeat dispensing (where your doctor signs for 612 months of medication) will just keep being issued until the next reauthorisation date, or there is a need for a change of medication.

If you have medication 'on repeat' and you request it at regular intervals, you can continue to do this. As always, it's preferable to do this online (using Patient Access, NHS App, or an official pharmacy app) as it goes directly to your medical record ready for the doctor to sign. Other methods are asking your pharmacy to send in the request (they may already do this automatically), complete a repeat slip and bring it to any of our sites, or send an email to [hiowicb-hsi.willow-prescriptions@nhs.net](mailto:hiowicb-hsi.willow-prescriptions@nhs.net). Don't forget to include your name, address, date of birth and details of the medication you require – name and dosage too, if possible, as it helps us ensure you get exactly what you require. Our Prescribing Team is also based at Forton Medical Centre and the GMC team who are familiar with your needs will be joining them.

I want to see my medical record/request my medication but there's something up with Patient Access/NHS App. What's going on?

Your account with Patient Access or NHS App is still there. You should continue to use that as you did before the merge and log in with your existing username and password. You do not need to register for a new account. The link between your account and your medical record should automatically connect to our system. If that doesn't happen the app may help you locate it by reselecting your surgery as a Willow Group site. If that still doesn't work, we can provide you with a new Linkage Key to type into your app. Just complete a Klinik form (General enquiry) and include your email address and we will send the key on.

Willow Group is 5 sites – can I use any of them?

Yes, of course! You are welcome at any of our sites for appointments or just queries. Some sites provide specialist services for example Forton hosts our Same Day Access Service. With GMC coming into the family, we're having a rethink about how we operate but we will keep you up to date as we go along our journey.

How will you keep us up to date?

We have our website ([www.thewillowgroup.nhs.uk](http://www.thewillowgroup.nhs.uk)) where we have pages of information and post news. We will be updating it as we go. We also post to Facebook ([www.facebook.com/thewillowgroupnhs](http://www.facebook.com/thewillowgroupnhs)) and Twitter (@willowgroupnhs) including news about us, our Incredible Edible Garden, along with a variety of health promotion campaigns

I have a comment or idea about your service. How do I tell you?

We love feedback and we're always open to new ideas! You're welcome to join our Patient Participation Group (PPG) which has contributed to a lot of what we currently do at Willow Group.

If you have any comments or concerns about something, you can contact our Patient Experience Team. You can email the team directly at [hiowicb-hsi.mywillowexperience@nhs.net](mailto:hiowicb-hsi.mywillowexperience@nhs.net), or speak to one of our team members who will support you and pass your comments on for feedback. If it's important to you, it's very important to us.