

June 2023 – New appointment system

How to get medical advice / an appointment at Whiteacres Medical Centre

Urgent problems

If you feel your problem is urgent for the same day, please TELEPHONE the surgery at 08.30 AM and request an URGENT appointment. Our team will ask you more about the condition. Our duty doctor will be helping our admin team to decide if your problem needs an urgent appointment. If so, you will have a phone call the same day with an appropriate clinician. If they feel you need to be seen, they will arrange that directly with you.

Non-urgent problems

If your problem is non-urgent, please do not ring the surgery for an appointment. Please complete an online triage form accessible from our website or via the NHS app:

Via website

Please go <https://florey accurx.com/p/M81039> OR scan the QR code OR visit:

<https://malverntown-pcn.co.uk/whiteacres-medical-centre>
then select "I'd like to book an appointment" then "I'd like to have an online consultation"



Via the NHS app

Click on "messages" in the bottom right of the screen > Ask your GP surgery a question > Ask your GP for medical advice

The triage form will be reviewed by an experienced GP within 24 working hours. The more information that you give us, the easier it will be for us to offer you the most appropriate help. Following this you might be:

- Offered a face-to-face or telephone appointment with an appropriate clinician (which may include professionals such as a physiotherapist)
- Given advice by text message
- Signposted to another more appropriate service e.g. a community pharmacy, a minor injuries unit, A+E

If you are unable to complete an online triage, then please call the surgery and one of our team will complete one on your behalf by asking you some questions. We appreciate your kindness to our team as they try to help you.