

Changes to the way you contact us online..

From **Monday the 29th September 2025**, we are changing the provider used for online consulting and introducing **our Digital Front Door**



What can you do via our Digital Front Door?

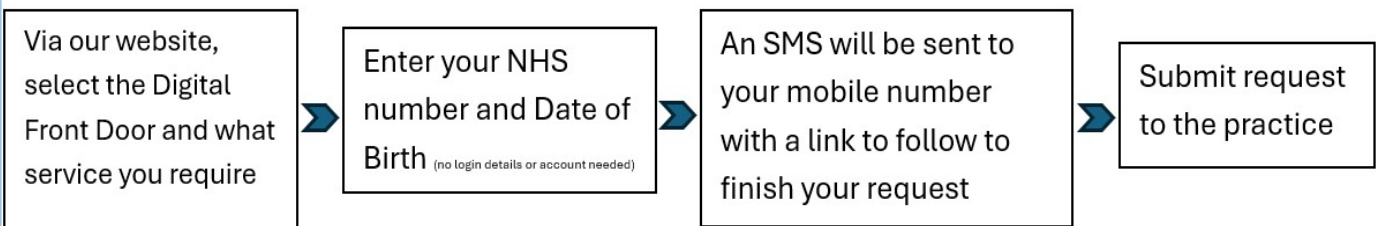
- ⇒ Submit a health form for a routine issue
- ⇒ Submit administrative requests such as a request for a referral letter or GP report, fit note and ask referral or prescription related enquiries
- ⇒ Update your contact details
- ⇒ Submit a request for travel vaccines
- ⇒ View AND book into available appointments for blood tests, cervical screening and physiotherapy appointments.

We have partnered with Blinx Healthcare, using their **PACO GP** Software to launch our Digital Front Door.

Does this mean patients will not be able to call?

NO—You can still phone us. Our phone lines remain open 8am—6:30pm! We are not changing the way you access the practice and book appointments, we are simply changing the provider we use for an already existing online service. Whether you would like to benefit from the features of our digital front door is entirely optional.

How do I access and submit a request via the digital front door?



What else is changing ?

A new feature that we are excited about is that **we** now have the ability to send **you** a booking link to schedule your own appointment *(not to worry if you'd rather not book this yourself, you can still call us to arrange or our efficient receptionists will follow any patients up with a phone call if they see an appointment link has gone un-booked).*

We will also be using PACO for our SMS messaging and email correspondence. If a text is sent from the practice that requires a response, either written or a form to be completed, you will receive a link to a form to complete.

Why are we doing this?

Having a digital front door enables us to have everything you may need in one place and gives you an alternate choice—you could phone or you could now use online services to complete your request!

I currently use online consulting (PATCHS), how will this impact me?

From Friday 26th September you will no longer be able to submit any new requests via PATCHS and your account will be disabled. Please use our digital front door from Monday 29th September for any new requests.

If you don't currently use online services, we would recommend heading to our website from Monday 29th September and seeing the brilliant features available via our Digital Front Door.



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