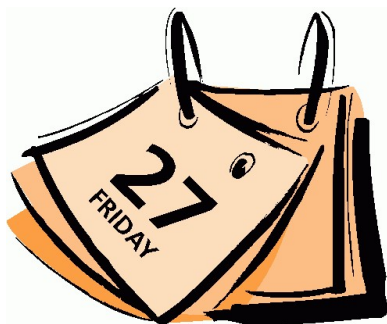




# Langport Surgery

Modern medicine with traditional values provided  
by a professional, caring team

## APPOINTMENTS



North Street Langport Somerset TA10 9RH

Tel: 01458 250464

[www.langportsurgery.co.uk](http://www.langportsurgery.co.uk)

Telephone lines are open 8.00-6.30pm Monday - Friday



## **Online Consultations**

If you have a medical or administrative query you should contact the practice using our Online Consultations system. You can register or submit a query on our website, [www.langportsurgery.co.uk](http://www.langportsurgery.co.uk), using the link on our homepage. This can be found at the top left hand side where it says 'Online Consultations'.

Creating an account for our Online Consultation system will allow a two-way messaging service between you and the doctor. Your query will be sent to a doctor who will take the appropriate action, which could be a follow up telephone call, a video consultation or they may ask you to come to the surgery for a face to face appointment. The doctor may be able to help with your query online by replying to your message.

For patients who do not have access to the internet our reception team will be happy to log the query on your behalf by taking details from you over the telephone. They will ensure the doctor knows you do not have internet access. Call our reception team on 01458 250464 if you are not able to log the query yourself.

We aim to deal with all queries on the day, so contact us on a day you are available. You can add comments about your availability. You will not be able to submit a query after 4pm. If you have an urgent medical emergency after 4pm you should contact our reception team.

If you would like to contact a particular doctor please send your query in on a day that doctor works. Their usual working days can be found on our website.~

If you need to book an appointment with a nurse or a healthcare assistant you can do this by calling reception on 01458 250464.

More information about our Online Consultation system can be found on our website [www.langportsurgery.co.uk](http://www.langportsurgery.co.uk)

## **Home Visits**

Home visits are for patients who are too ill or infirm to leave their home. If you need the doctor to visit you at home please complete an online consultation or telephone the Surgery on 01458 250464 before 10:30am and give the receptionist as much information as you can to help the doctor assess the urgency required.

## **How to book Practice Nurse Appointments**

Practice Nurse appointments may be booked on the day or in advance for some procedures.

## **How to book Medicals & Postnatal Examinations**

Medicals and postnatal examinations should be booked in advance. Please tell the receptionist if you need to book either of these, as we follow separate guidelines for these types of appointments.

## **Text Message Reminder Service**

If you have registered a mobile contact number with us and have completed our SMS Consent Form, which can be found at Reception or on the surgery website, then you will benefit from this service. You can also cancel the appointment via text message if you no longer require it.

## **Out of hours-NHS 111**

If you need medical help and the surgery is closed, you can call NHS 111 which is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. When you call 111, an adviser will ask you questions about your problem and give you advice or direct you to the most appropriate service. For health needs that are not urgent, you should call the surgery.

If you are unsure about any of the above information please ask a receptionist for clarification. *Please remember to cancel any of your appointments if they are no longer needed.*

## Langport Surgery Opening Times

	Reception Desk	Reception Telephone Line
<b>Monday—Friday*</b>	8.30am-6.30pm	8.00-6.30pm
<b>Wednesday</b>	8.30am-7.30pm	8.00-6.30pm
<b>Saturday &amp; Sunday*</b>	Closed	Closed
	Dispensary Desk	Dispensary Repeat Telephone Line
<b>Monday—Friday*</b>	8.30am-1.00pm 2.30pm-6.15pm	9.30-11.00am & 3.00pm-4.30pm
<b>Wednesday</b>	8.30am-1.00pm 2.30pm-7.00pm	9.30-11.00am & 3.00pm-4.30pm
<b>Saturday &amp; Sunday*</b>	Closed	Closed

\*As part of the Improved Access Scheme, aside from our core hours of 8am—6.30pm we will be open:

- 14 Friday evenings per year until 7.30pm
- 14 Saturday mornings per year 8am—11am

More information about the Improved Access Scheme is available on our website and leaflets are available in the waiting room.

February 2021