

Barnt Green Surgery would like to thank you for your continuing patience and co-operation through the coronavirus pandemic. We are continuing to offer continuous patient care and staff safety with an ever changing set of government guidelines, and are working hard to make sure that patient care is available and effective.

ACCESS TO YOUR GP

Should you need to seek healthcare advice from one of the clinicians at the practice then please

- Call us on 0121 445 1704 to arrange an appointment to discuss your needs with a GP, this will initially be via a telephone call to discuss your condition and then a video or face to face appointment can be arranged if required
- You can also visit our website to complete an online consulting form
- Download the NHS app or Patient Access to order repeat prescriptions, look at your medical records or check your symptoms

The phone lines continue to be extremely busy and we would request your patience while trying to contact us and please only come to the surgery if you have been asked to do so or have an appointment.

Please remember if you are coming to the surgery measures have been put in place to keep you safe so please wear a face covering.

Prescription requests can also be requested using the prescription line on 0121 445 1704 option 4 or requested electronically via the NHS APP or Patient Access (more details of how to sign up to this can be found on our website <https://barntgreen.gpsurgery.net/>). Your request once authorised will be sent electronically within 72 hours to the pharmacy you have nominated. Please contact the pharmacy direct to check they have received your prescription rather than contacting the surgery to see if it has been issued

If you need to drop a sample or letter there are boxes available in reception for you to leave either your sample or correspondence.

The practice is working to ensure it can send as much correspondence and information to you in an electronic format so would ask if you do contact us that you ensure we have your up to date email and mobile telephone number.