



Frustrated with hearing 'you are third in the queue'? Fed up that when you do get through there are no appointments that are convenient for you? Then why not try contacting the Practice through their website. Patients can contact the Practice at <https://www.tamarvalleyhealth.org.uk/>

On the home page there are 8 different options you can choose to select.

Last Month over 530 patients accessed these options and were dealt with without them needing to speak to anyone.

Reception and Enquiries will enable you to request sick or fit notes, to make or track referrals and test results. It is also where you can make or cancel an appointment or register as a new patient and request to use the system online. This option is the most used by existing patients. The Treatment room offers help with minor illnesses and injuries and also gives advice on locating a pharmacy. The option called Health review enables you to submit a form relating to Asthma, COPD, HRT review or Oral contraceptive review.

The Prescription and Medicines Centre is where along with other things you can request appointments for your annual month of birth medication review at a time convenient to you and register to collect your medication from Medpoint, the machine located outside the surgery at Callington. The Wellbeing centre offers information about a range of services, community groups and services covering topics such as disabilities, depression and cancer support. There is also information available about Covid support and general administration.

Finally, The Consulting room is where you can get medical advice or treatment from a Doctor with information about a video service called Livi where you can access a NHS GP, even at the weekend. The Livi app can be downloaded to your mobile or tablet or you can access eConsult via the TVH Website. Over 400 people viewed the eConsult service last month and over 215 patients submitted one. Patients were either called back by a clinician, seen face to face or referred on to other services such as Physio, the Mental Health Team etc. If there is an appointment type or service you request regularly via a phone call that could be added to the website then please let us know!

Fed up with hanging on the telephone? Then give it a try!

Sharon Trafford. Chair. TVH Patient Participation group.