

Lane End Surgery
Patient Newsletter
Autumn/Winter 2025/2026



Welcome to our new newsletter

Following a meeting with our Patient Participation Group, we are looking at ways to improve communication with you all to achieve the best care for the surgery.

Understanding our Reception Triage system

At Lane End Surgery, we use a triage system to help make sure every patient is directed to the right type of care at the right time with the most appropriate practitioner. We always have a "triage" GP in reception to support this process.

Why we use triage

When you contact us, our reception team will ask a few brief questions about your health concern. This isn't to be intrusive – it's to make sure your query is directed appropriately. The information is shared with a triage GP who identifies the level of urgency, the most suitable clinician or next steps for your needs.

Same-day appointments

Most of our appointments are released for same-day booking, so that we can respond promptly to patients who need to be seen that day by a GP.

Booking in advance

We recognise that there are times when you may need to book ahead, for example:

- you need to arrange the time off work
- If you rely on a carer or family member to bring you to your appointment
 - If you or your GP feel it's best to continue care with a specific clinician who already knows your case.

Each clinician has a small number of pre-bookable appointments available each day, and we'll always try to offer these when advance booking is necessary. However, as the appointments are limited, they can be used up quickly.

When slots for the day are full

(GPs have a contract that limits their daily number of appointments to 25 to allow them to practice safely)

We may need to:

- Ask you to call back on another day when new same-day appointments become available, or
- Signpost you to other services, such as a local walk-in centre or pharmacy, if this would be more appropriate for your needs.

We appreciate your understanding as we work to balance urgent care with planned appointments and thank you for helping us make the best use of available appointments for all our patients.



Stay Connected: Check your messages in the NHS App

You can now use the NHS App to securely receive messages about your care directly from us and other trusted healthcare providers.

What Do I Need to Do?

1. **Download and log in:**
If you haven't already, get the NHS App on your phone or tablet.

2. **Turn On Notifications:**
This is key! Make sure you turn on notifications for the NHS App. This way, your phone will alert you immediately when a new message about your care arrives. Our team can send you a video to show how to do this if you need help!

www.nhs.uk/nhs-app