

# Burnley Group Practice Patient Newsletter


## Modern General Practice

We are making changes to the system to improve access for patients. We understand that change can be challenging, but we truly believe this will benefit everyone in the long run. We went live with our new online requests on Monday 17th of March. This is a great way for you to contact the practice for non-urgent medical and administration requests. It is a very simple form to fill out, so please do give it a go if you need to contact us. Although the character count is limited on the form, please try to give as much information as possible. We really think it will be much easier for most people than waiting on hold to speak to a Care Navigator but would love to hear your feedback. If you do not have access to the internet or find it difficult to use a computer or smartphone, you can still call and speak to one of the care navigators.

You can access the new form from our website:  
<https://bgpburnleygp.co.uk/> You can also access this form by telephoning the surgery and selecting option 0 from the main menu.

This system will be constantly audited and updated as necessary.


12:12



**Burnley Group Practice**  
St Peters Centre, 3Rd Floor, Church Street  
Burnley, BB11 2DL

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**What would you like help with?**

 This will be read by a member of the team within 2 working days. We are open Monday to Friday 8am to 6:30pm

If you need more urgent help, call your GP practice. If it's closed, visit [NHS 111 online](#) or call 111. In an emergency [call 999](#)

**I have an admin query**

Contact us about a fit (sick) note, test results, repeat prescription, or anything else admin related.

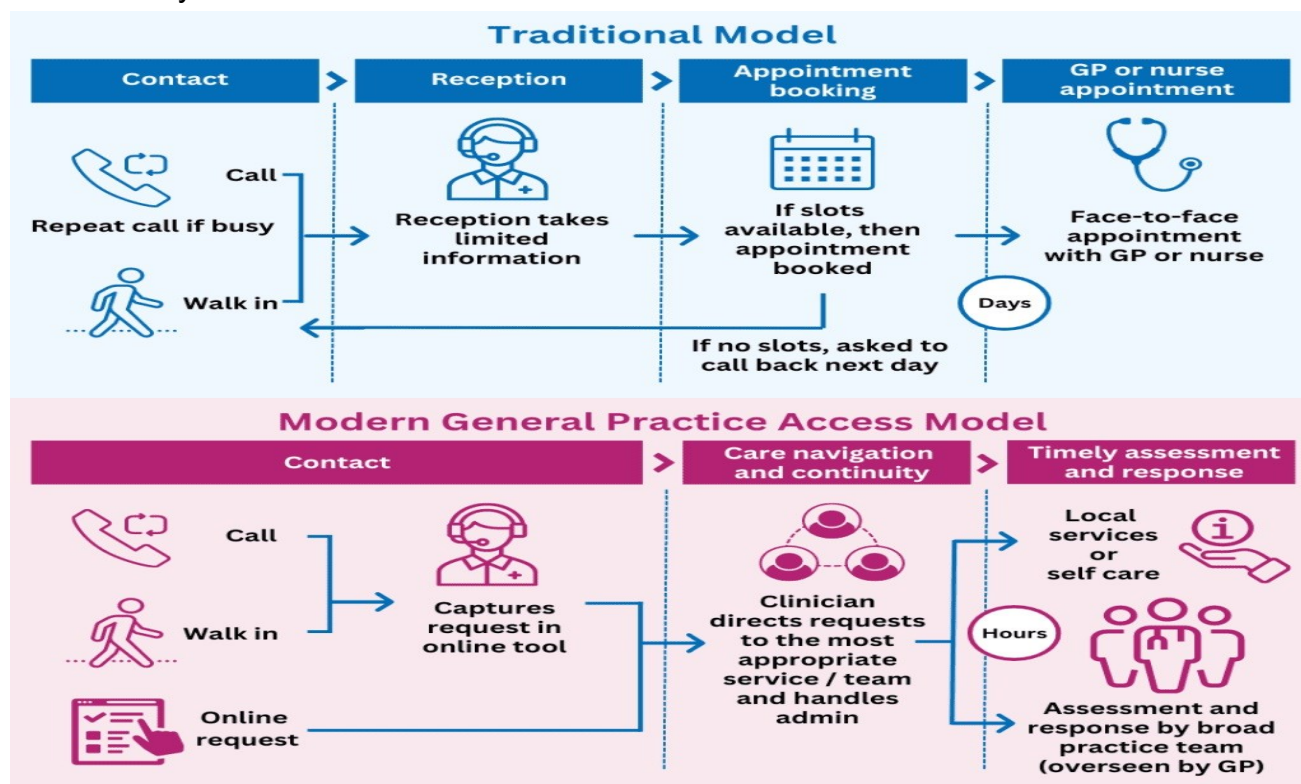
**I want help for a medical issue**

Contact us about a new or ongoing problem

**I want to see online advice**

See NHS advice and guidance on conditions, symptoms and treatments.

accurx.nhs.uk



## NEW—Birthday Month Annual Recall System

Starting in April 2025 we are changing our recall system. This will affect you if you have one or more long term conditions such as Asthma, COPD, Heart Disease, Atrial Fibrillation, Diabetes, Pre-diabetes, Heart Failure, Hypertension, Peripheral Arterial Disease and Stroke or TIA.

We are doing this to help you remember when to make your annual review appointment.



We will start to call you in on the month of your birthday (or just before). You will be sent a text message asking you to contact us, or in some cases we will send a link with a slot to book.

If the appointment we offer you is inconvenient, mention this to the receptionist and we may be able to book you into our Enhanced Access appointments during the evening or weekend.

Please help us by ensuring we have your up to date mobile number, and consent to send text messages.

We will write to those patients who we don't have a mobile number for, or where the text message fails to send.

If you don't already have it, downloading the NHS App will make it simpler to send messages.

For the first 12-18 months you may find that you are called in earlier than 12 months, or slightly later.

This system will not include patients who have Dementia, a Mental Health condition, a Learning Disability, who are on the palliative care register or are housebound; they will be dealt with separately.

**Have you got  
the NHS App?**

Simplify your life.  
Download the NHS App 😊

