

## Contacting Haddenham Medical Centre - A User Guide for Patients

Haddenham Medical Centre (HMC) now uses an online system (Accurx) which enables patients to request help for a medical problem, obtain medical information and make administrative queries. The system is simple to use and this User Guide gives a step-by-step illustration of the process.

**Important:** If you consider that your medical problem is really very urgent then please ring the medical centre (01844 293300) and tell the receptionist so that a clinician can call you. In an emergency, please call 999.

**Please note:** Restricted staffing levels and GP availability precludes HMC from providing the online service outside of the hours of 08:00 – 17:00. However, urgent calls will still be taken by HMC receptionists over the telephone until 18:30, Monday – Friday.

### To Obtain Medical Help.

To obtain help for a medical problem it is preferable and quicker to complete a simple form online. Alternatively, and if you're unable to use a mobile phone or computer, you can telephone or physically visit HMC and ask the receptionist to complete it for you. To obtain the online form, you can visit the HMC Website (<https://www.haddenham.org>) and select "Appointment Booking Link" or you can obtain a link from the receptionist who will send it direct to your mobile phone, or email it to you. The link is also available on Facebook. This is what the opening page of the form looks like:

**Haddenham Medical Centre**  
Stanbridge Road  
Haddenham, HP17 8JX

Powered by Accurx

### Contact us about your request

⚠ We aim to deal with all queries and requests on the day but please allow 2 working days to receive a reply. If you need more urgent help, call your GP. If your GP practice is closed, visit [NHS 111 online](#) or call 111. In an emergency call [999](#).

**What would you like help with?**

- I have an admin query**  
Contact us about a fit (sick) note, ask about recent tests or anything else admin related
- I want help for a medical issue**  
Contact us about a new or ongoing symptom
- I want to see online advice**  
See advice and guidance on conditions, symptoms and treatments

Skip some steps by using your NHS login before continuing the request.

**NHS** Continue with NHS login

For issues with NHS Login please go the [NHS Login Help Centre](#).

If you click on "I want help for a medical issue" the following page (overleaf) will be displayed:

Medical Request

## Check it's not an emergency

### Call 999 if you or someone has:

- **signs of a heart attack** (pain like a very tight band, heavy weight or squeezing in the centre of your chest)
- **signs of a stroke** (face drooping on one side, can't hold both arms up, difficulty speaking)
- **severe difficulty breathing** (including choking, gasping or sudden swelling of the mouth, tongue or throat)
- **a seizure or fit** (shaking or jerking, or unconscious & can't be woken up)
- **heavy bleeding** (spraying, pouring or enough to make a puddle)
- **a serious accident, or severe injuries, burns or scalds**
- **tried to end your life** (by taking something or harming yourself)

Deaf, hard of hearing or speech-impaired people can use 18000 to contact 999 using text relay or a textphone.

Your request will NOT be seen immediately, so if you don't have an emergency but think you need help more urgently, please call your GP. If your GP practice is closed, visit [NHS 111 online](#) or call 111.

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None of these are present

None of these are present

If your problem is not an emergency, then click

directed to a simple page to complete like this:

and you will be

Medical Request

## Medical issue details

### Please describe the medical problem

If you are filling this in on behalf of someone else, please make that clear

Type response here

300 characters remaining

+ Attach a photo (optional)

### How long have these symptoms or concerns been going on? Have they got better or worse?

Type response here

300 characters remaining

### Is there anything you are particularly worried about? (Optional)

Type response here

300 characters remaining

### How would you like us to help?

Type response here

300 characters remaining

### Please enter any times during opening hours when we cannot contact you (Optional)

We will only contact you within practice opening hours

Type response here

300 characters remaining

Back

Continue

After completion, when you click

Continue

the following page (overleaf) will be displayed:

**NHS** Haddenham Medical Centre  
Stanbridge Road  
Haddenham, HP17 8JX

Powered by Accurx

Medical Request

### Who is this request about?

Myself  Someone Else

[Back](#) [Continue](#)

Once you've indicated who the request is for and clicked [Continue](#) you'll then need to enter the patient's personal details on this page:

**NHS** Haddenham Medical Centre  
Stanbridge Road  
Haddenham, HP17 8JX

Powered by Accurx

Medical Request

### Your details

Please provide your details to help our practice identify who this request is for.

**First Name**

**Last Name**

**Date of birth**  
DD MM YYYY

**Gender**  
  
 Why aren't there more options?

**Postcode**

**Your phone number**  
A mobile number is preferred

**Do you have access to this phone right now?**  
A code will be sent to you to identify your request faster. But, you can continue without it.  
 Yes I do  No I dont

[Back](#) [Continue](#)

When you finish entering your details, click [Continue](#) and you'll then get the chance to review the details of your request which will be displayed on a page like the one overleaf:

**NHS** Haddenham Medical Centre  
 Stanbridge Road  
 Haddenham, HP17 8JX

Powered by Accurx

### Review your request

Your request is being sent to:  
**Haddenham Medical Centre**  
 Stanbridge Road  
 Haddenham, HP17 8JX

**FIRST NAME TEST LAST NAME TEST**

Date of birth: [REDACTED]

Gender on record: [REDACTED]

Phone number: [REDACTED]

Postcode: [REDACTED]

Query: Medical Request

**Please describe the medical problem:**  
 This is a test of the Accurx system for the purpose of completing a users guide [REDACTED]

**How long have these symptoms or concerns been going on? Have they got better or worse?:**  
 Test Symptom

**Is there anything you are particularly worried about?:** Test worry

**How would you like us to help?:** Test response

**Please enter any times during opening hours when we cannot contact you:**  
 Test of the restricted times

If we need to contact you for more information regarding your request, how should we get in touch? (Select all that apply)  
 While we do our best to follow your preferences, this may not always be possible

Text message

Phone call

[Back](#) [Submit request](#)

After you click [Submit request](#) you may receive a verification request. The code sent by text message will need to be entered on the form like the one displayed here:

**NHS** Haddenham Medical Centre  
 Stanbridge Road  
 Haddenham, HP17 8JX

Powered by Accurx

### Verification code sent to [REDACTED]

It can take up to a minute to send to your mobile phone.

**Verification code**  
 It should be 6 digits

xxxxxx

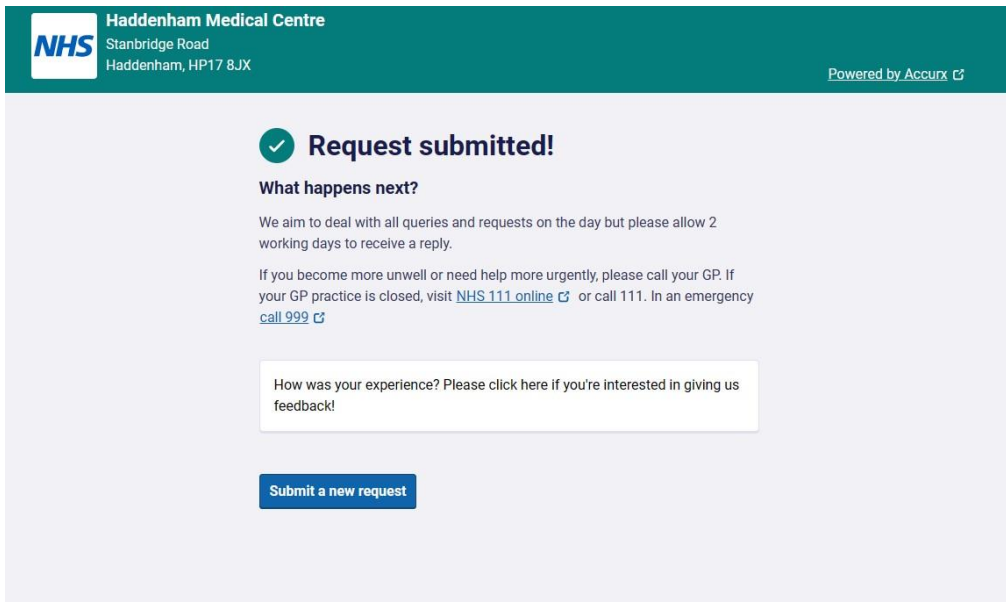
[Confirm verification code](#)

Didn't receive the code? Try sending it again.

[Send verification code](#)

[Back](#)

Once you have entered the 6-digit code sent to you, you'll receive a confirmation message like the one on the next page to let you know the request has been received and is being actioned:

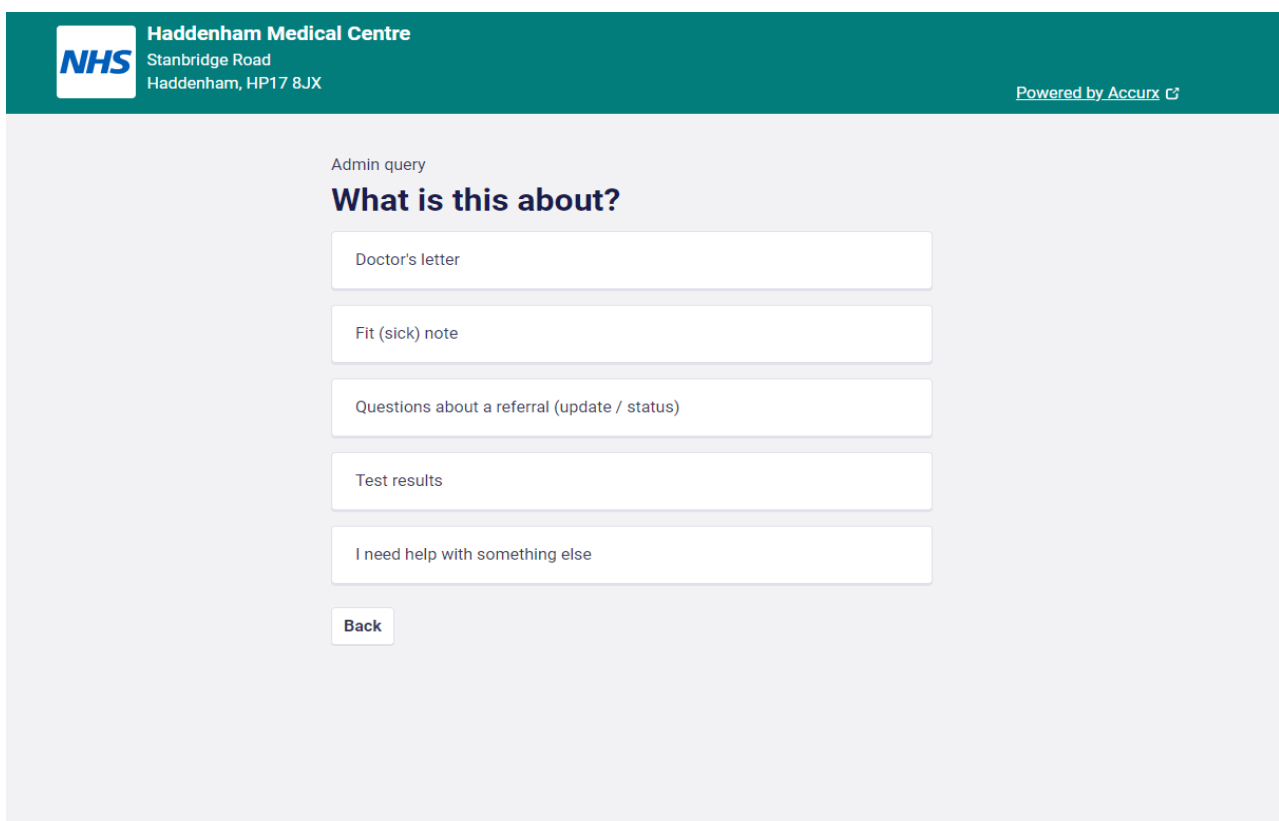


At HMC, the form will be read by a member of staff who will bring it to the attention of an appropriate clinician. This might be a GP, a nurse practitioner, or another specialist. You will then receive an acknowledgement and a decision on the follow-up action considered necessary. An example of this might be a time/day that a GP could call you, a prescription, or a referral to a specialist.

In the event that a GP is scheduled to call, please make sure that you remain near your contact number telephone to receive the call.

## Other Facilities

The online system also allows you to access a number of other facilities. So, if you click on “I have an admin query” after opening the form at the beginning, this is the page you will get displayed:



Clicking on any of the boxes will bring up a simple page to complete which will then be actioned by the appropriate HMC staff.

## System Operating Hours

Please note that outside of the online system operating hours mentioned on page 1, you will get this page displayed if you click on the link:

The screenshot shows the Haddenham Medical Centre website header with the NHS logo and address: Stanbridge Road, Haddenham, HP17 8JX. It is powered by Accurx. The main content area is titled 'Outside of core hours' and contains a yellow warning box with the following text: 'We are currently only taking urgent requests over the phone, if you require anything non urgent please use this form from 08:00 until 17:00 Monday to Friday. If you need more urgent help, call your GP. If your GP practice is closed, visit NHS 111 online or call 111. In an emergency call 999'. Below this is a section 'I need more urgent help' with three buttons: 'Use NHS 111 online, or call 111', 'Find a pharmacy near me', and 'Find an Urgent Treatment Centre near me'. At the bottom, there is a link to the 'security & privacy policy for patients'.

As you can see, it is not possible to use the online facility outside of “core hours” (08:00 – 17:00) as the online system is not staffed or monitored but really urgent calls will be taken by HMC receptionists over the telephone until 18:30, Monday – Friday.

The infographic is titled 'Contact your GP online' and describes the online service. It includes a list of benefits: 'Make requests in your own time', 'Avoid telephone queues', 'Instantly access NHS self-help resources', and 'Available on the NHS App'. A three-step process is shown on the right: 1. Send a request into your GP practice (with a paper plane icon), 2. Your GP works out how best to help (with a person on a phone icon), and 3. You will be contacted soon (with a smartphone icon). The footer contains the text 'Visit your GP Practice's website or the NHS App and send a non-urgent query into your practice.' and the Accurx logo.