

Vale Medical Group

Long Clawson Medical Practice & Stackyard Surgery

Changes to Our Appointment System – From October 2025

From 1st October 2025, all GP practices will be following new national guidance on online medical requests.

Here's what's staying the same – and what's changing:

What happens now

- You can send an online request between **6:30am–11:00am, Monday to Friday**.
- You can also **telephone or come into the practice** to submit a medical request between **8:00am–11:00am**.
- Sometimes we reach safe capacity before 11:00am and need to close requests early.
- At present, most requests are dealt with on the same day. This means that while medical requests are passed to a clinician to review, many can be safely allocated to a same-day list without delay.

What will happen from October 2025

- Online requests will be open **all day during core hours: 8:00am–6:30pm**.
- For those unable to use our online facilities, you can also **call the practice or visit in person** to make a request during these times.
- Every request will continue to be **reviewed by a clinician** (GP, Advanced Nurse Practitioner, or Advanced Clinical Practitioner), but the new system means that some **routine problems** may be booked further ahead rather than on the same day.
- **Urgent problems** will continue to be prioritised and seen promptly.

Routine vs urgent – what's the difference?

- **Routine requests:** issues that are ongoing, stable, or not time-critical.
- **Urgent requests:** issues that are new, worsening, or could be more serious if not dealt with quickly.

What this means for you

- If you have submitted a request and receive an appointment for a later date, you can be confident that this has been reviewed by a clinician.
- **Urgent issues** will still be prioritised and managed in a timely way.

- **Routine problems** will still be managed, but may not always be on the same day – helping keep urgent care available for those who need it most.
- There's no need to rush to submit a request first thing in the morning, as you'll be able to do so **any time during our opening hours, 8am–6:30pm Monday to Friday**.

Why this is happening

These changes are part of **national NHS requirements** set by the Government.

After reviewing the requirements, we are positive about them and believe they will make the system **fairer, safer, and more consistent**, so everyone can access the right care at the right time.

Thank you for supporting us as we make these improvements.

If you have any queries, please email **lcmp.admin@nhs.net**, and we will be happy to answer your questions.