

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

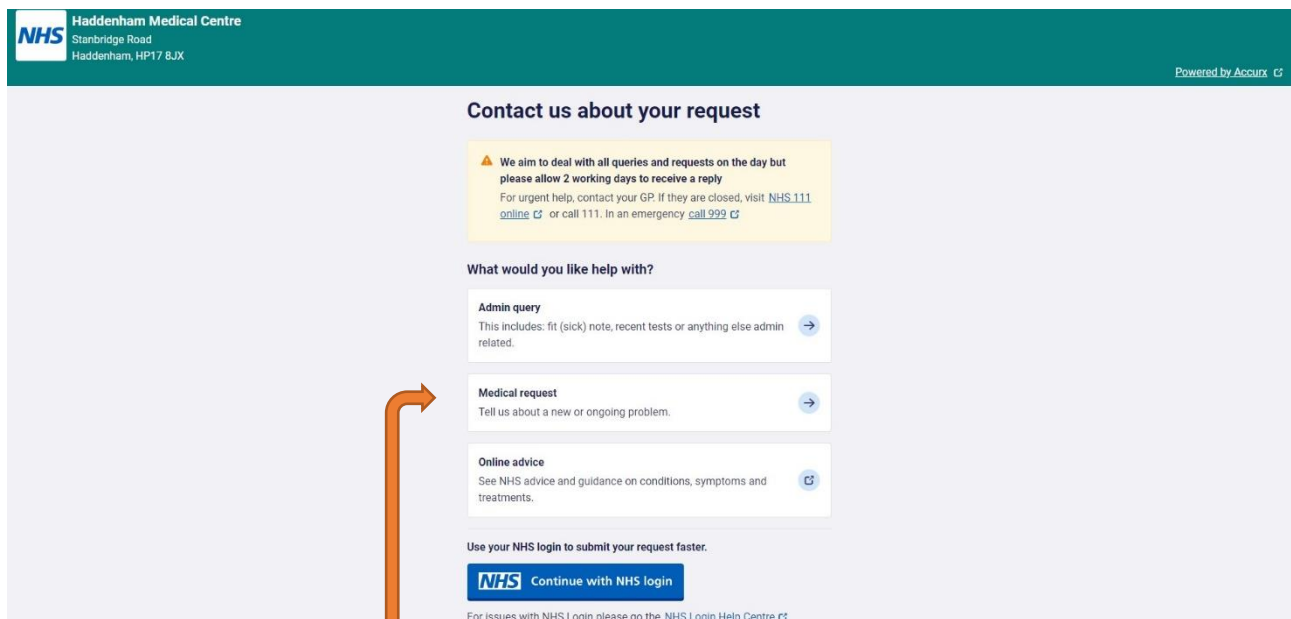
Haddenham Medical Centre (HMC) now uses an online system (Accurx) which enables patients to request help for a medical problem, obtain medical information and make administrative queries. The system is simple to use and this User Guide gives a step-by-step illustration of the process.

**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 the following 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 "Appointments" and then in the "Contact us online" area, click on "Submit a new request". Alternatively, 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:



The screenshot shows the 'Contact us about your request' page on the Haddenham Medical Centre website. The page has a teal header with the NHS logo and the centre's name and address. A yellow warning box at the top states: 'We aim to deal with all queries and requests on the day but please allow 2 working days to receive a reply. For urgent help, contact your GP. If they are closed, visit NHS 111 online or call 111. In an emergency call 999.' Below this, the question 'What would you like help with?' is followed by three options: 'Admin query' (with a right-pointing arrow), 'Medical request' (with a right-pointing arrow), and 'Online advice' (with a right-pointing arrow). At the bottom, there is a blue button labeled 'Continue with NHS login' and a link to the NHS Login Help Centre. An orange arrow on the left side of the page points from the 'Medical request' option towards the text below the screenshot.

If you click on "Medical request" the 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)

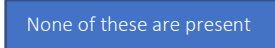
Deaf, hard of hearing or speech-impaired people can use 18000 to contact 999 using text relay or a textphone.

⚠ 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.

Back

None of these are present



As long as your problem is not an emergency, then click  and you will be directed to a new page where you can complete the details of your problem (see next page)

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

Powered by Accurx

**There is a problem**

[Enter the medical problem](#)

[Enter how long these concerns have been going on](#)

[Enter how the problem has gotten better or worse and whether you have tried anything](#)

[Please describe how we can help you with your medical problem](#)

Medical Request

### Medical problem

Make it clear if you are filling this in on behalf of someone else.

**Please describe the medical problem**  
For example, I have back pain

Type response here

Enter the medical problem 500 characters remaining

+ Attach a photo (optional)

**How long has this been going on for? Is it getting better or worse?**  
For example, 2 weeks, it is getting worse

Type response here

Enter how long these concerns have been going on 500 characters remaining

**Have you tried anything to help?**  
For example, I have tried physio which helps a little

Type response here

Enter how the problem has gotten better or worse, and whether you have tried anything 500 characters remaining

**Is there anything you are particularly worried about? (optional)**  
For example, I am worried about it affecting my work

Type response here

500 characters remaining

**How would you like us to help?**  
For example, I would like help to manage my pain


Type response here

Please describe how we can help you with your medical problem 500 characters remaining

**Please tell us the best times to contact you (optional)**  
We can't guarantee a time and will only contact you during practice opening hours

Type response here

500 characters remaining

After completion, when you click  the following page 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

Once you've indicated who the request is for and clicked  you'll then need to enter the patient's personal details on the page shown overleaf:

Medical request

### Your details

Provide details so we can identify who this request is for.

First Name

Last Name

Date of birth

For example 26 2 1956

Day  Month  Year

Postcode

Your phone number

A mobile number is preferred.

How would you like to be contacted? (Select all that apply)

While we do our best to follow your preferences, this may not always be possible

Text message  
 Phone call

Do you want to verify your identity by receiving an access code?

This will help process your request faster.

Yes, verify  No, skip this step

[Back](#)

[Continue](#)



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

### Review request before submitting

Your request will be sent to:

Haddenham Medical Centre  
Stanbridge Road  
Haddenham, HP17 8JX

Date of birth:

Phone number:

Postcode:

Query: Medical Request

Please describe the medical problem:  
This is a test sheet

How long has this been going on for? Is it getting better or worse?:  
Test input

Have you tried anything to help?: Test input

Is there anything you are particularly worried about?: Test input

How would you like us to help?: Test input

Please tell us the best times to contact you: Test input

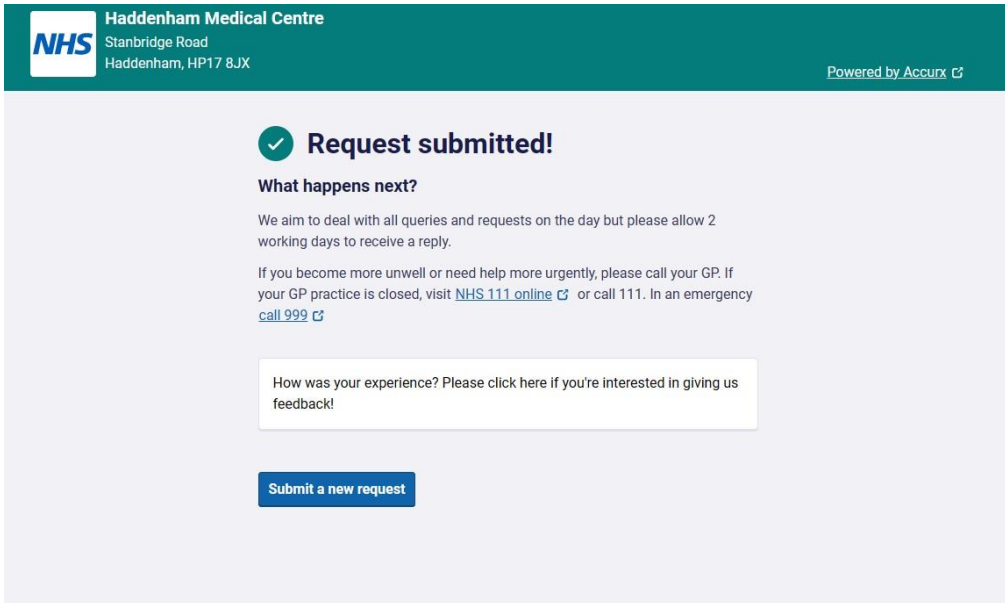
Contact method preference: Text message

[Back](#)

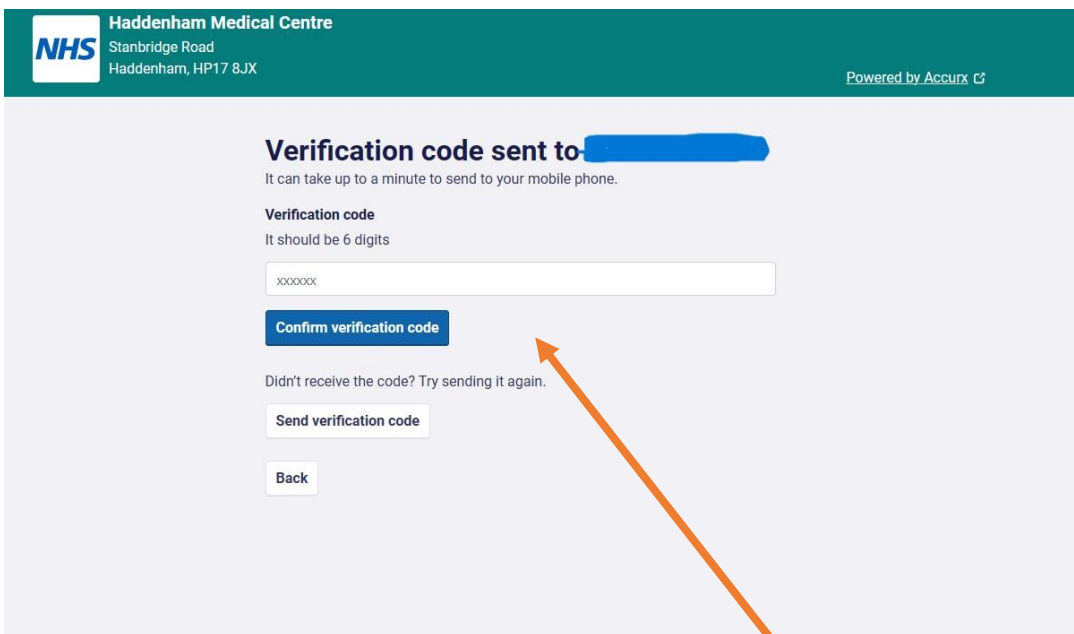
[Submit request](#)



If all the details are correct, click on [Submit request](#) and a confirmation message like the one overleaf will let you know the request has been received and is being actioned.



If you chose earlier to verify your identity, you will need to have your mobile phone ready to receive a 6-digit code by text message which you will need to enter on the form like the one displayed here:



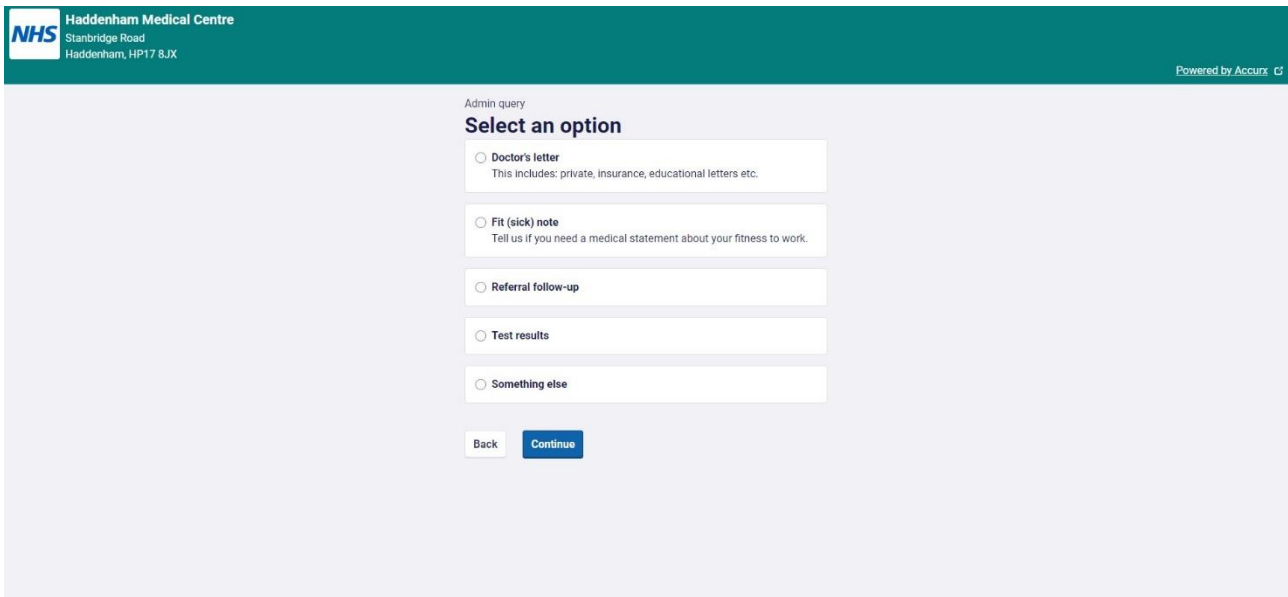
Once you have entered the 6-digit code and clicked **Confirm verification code** you'll receive the confirmation message illustrated at the top of this page.

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.

At HMC, the form will be read by the Duty GP who will decide what action is necessary. This might result in a phone call from a GP or referral to a nurse practitioner or another specialist. In any case, you will receive an acknowledgement and notification of the follow-up action considered necessary.

## Other Facilities

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



The screenshot shows a web page for Haddenham Medical Centre. The header includes the NHS logo and the text 'Haddenham Medical Centre', 'Stanbridge Road', and 'Haddenham, HP17 8JX'. A 'Powered by Accurx' logo is in the top right. The main content area is titled 'Admin query' and 'Select an option'. It features five radio button options, each with a description: 'Doctor's letter' (private, insurance, educational letters etc.), 'Fit (sick) note' (medical statement about fitness to work), 'Referral follow-up', 'Test results', and 'Something else'. At the bottom are 'Back' and 'Continue' buttons.

Clicking on any of the selections will bring up a series of simple pages to fill in with details of your query, similar to the ones illustrated on the previous pages which will, when completed, 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:

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




Powered by **Accurx**

### Outside of core hours

**⚠ 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](#)

I need more urgent help

-  Use NHS 111 online, or call 111
-  Find a pharmacy near me
-  Find an Urgent Treatment Centre near me




Read our [security & privacy policy for patients](#) to find out about how Accurx facilitate your care securely and safely.

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.

## Contact your GP online

Get in touch with your GP online for a quick, easy way to get the help you need.

- ✓ Make requests in your own time
- ✓ Avoid telephone queues
- ✓ Instantly access NHS self-help resources
- ✓ Available on the **NHS** App

-  1 Send a request into your GP practice
-  2 Your GP works out how best to help
-  3 You will be contacted soon

Visit your GP Practice's website or the NHS App and send a non-urgent query into your practice.

