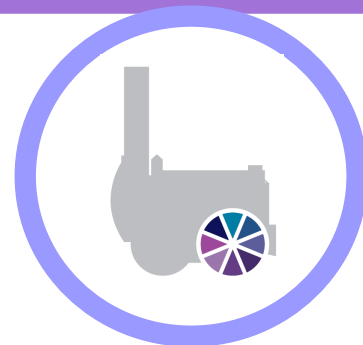


# LION HEALTH

## February 2024 Bulletin



**Welcome** to our first **Practice Bulletin!** We will be providing you with information regarding practice updates taking place to help patients navigate these changes with ease.

### Website Updates [www.lion-health.co.uk](http://www.lion-health.co.uk)

In line with **national requirements**, the Surgery has made updates to its website with the hope that patients will find it easier to digitally navigate care and services provided by the NHS and help to reduce wait times on our phone line.

This update will take place **Wednesday 21st February 1:00pm—2:30pm** meaning that the website will be down whilst it is being updated. **We apologise for any inconvenience.**

### What is new?

- **Website Design:** The website has also had a brand new makeover which we hope will help patients navigate the website easier and also complies with the national change across NHS service providers.
- **Get Help Forms:** We will be trialling a ‘**Get Help Form**’ which will be available weekdays from **7.30am-8.00am and 7.30pm-8.00pm**. This is to be utilised to request **non-urgent advice appointments** with a healthcare professional. We hope this will further help reduce the impact on phone lines made at 8am.
- The surgery will aim to respond to your request within **48 hours**. This will be available to registered patients only from the evening of **Wednesday 21st February**.

### General Updates

**Pharmacy First Scheme:** This is a new national initiative in which local pharmacies are taking part in to help patients access care for **Urinary Tract Infections, sore throats, ear-aches** etc. Lion Health can arrange a **same day referral** with a **community pharmacist** working with the Practice.

**Coming soon...** there will be some changes to our phone line messaging in order to help improve your access to healthcare services and reduce wait times in the phone queue!

**Next Edition... How to use the NHS App!**



**Appointments line - 01384 460 111**

**General Enquiries- 01384 460 999**