

How to access appointments

Due to increased workload pressures, our practice has made a few changes to appointment bookings and our triage system, we would like to inform of the best way to access advice:

GP or other clinician appointments:



1. eConsult

The best way to contact your doctors online! This is a useful way to let the doctor know a lot of information about your problem in a timely manner.

You can access eConsult from the home page of our website 24 hours a day from 8am Monday till 6:30pm Friday and you will receive a response to your problem within 2 working days (this excludes bank holidays)

If you have trouble attaching photos to eConsult you can email them to us on our secure surgery email address wiccg.gatekeeper-n85051@nhs.net

Responses can be one of the following:

- Phone call appointment with a GP
(This may be arranged by text so please keep your mobile handy; or by reception contacting you via phone call or email – please put the most appropriate contact number on the eConsult form)
- A text with links to relevant information
- A text request or call from reception – for you to book in for tests directly with follow up phone call as needed e.g. blood tests, urine sample, ECG etc.
- An appointment with our Nurse
- An appointment with our Clinical Pharmacist
- Redirection to another provider e.g. pharmacist or Walk-In Centre (where appropriate)
- Face to face appointment with a GP if necessary in line with COVID guidelines

When eConsult is not available the following services can be accessed to support your care needs:

- ❖ NHS111
- ❖ Local community pharmacies
- ❖ Local Walk-in Centre
- ❖ In emergency situations your local Accident & Emergency unit

2. If you cannot access eConsult or have difficulty using it, please call reception.

Our reception team can organise an initial GP telephone consultation appointment. If the problem is routine, then we will try and book you in as soon as possible but at busy times this may be up to 2 weeks and appointment with certain GPs may have longer wait times.

For urgent appointments, our reception team will need to ask you some more information to help prioritise your care. For some urgent problems we are working with our Partners in our PCN (Primary Care Network) and you may be assessed by any clinician in this team.

3. If you have a routine follow up due, you can ring reception and discuss the most appropriate way for you to be assessed.
4. Please consider self-care in the first instance for minor issues such as a sore throat or sickness. For most minor ailments you can contact a pharmacy for advice and then let us know if the problem gets worse or does not get better after a few days.



Nurse appointments and Phlebotomy appointments

For all Practice Nurse or blood test appointments, please phone reception to book in.

If you need to get in touch with us

For non-urgent and non-appointment related queries please email to us at wiccg.reception-sunlight@nhs.net. Any Clinical queries should be submitted via eConsult.

For prescription requests, the preferred method is to order online via your online access app or you can email your request to us at wiccg.prescriptionsunlight@nhs.net

Prescriptions take 2 working days to process.

Telephone System

Our practice is aware that there have been a number of problems with our telephone system, we are not happy with the provider as this affecting the service we provide to patients with is of utmost importance. Therefore a new phone system should be in place by July, we hope this will resolve all problems and improve our system.

COVID-19 vaccines

We have been very busy since December vaccinating our patients both in house and at the vaccination hub against COVID-19 with many 2nd doses completed. If you require proof of your vaccination status this can be done through the NHS app. Your vaccines should appear in your GP health record section but there can be a delay of up to 5 days after having vaccine for this to appear.

If you cannot download the app or if you have any problems with it, you can call 119 for help. Please do not contact the surgery for proof of your vaccination status.

If you have any queries about the COVID-19 vaccine you can contact us by emailing wiccg.sunlight-covid@nhs.net and we will get back to you.



Our wider surgery team



We are proud to be part of Healthier South Wirral Primary Care Network. This is a group of 6 local surgeries (Sunlight Group Practice, Spital Surgery, Eastham Group Practice, Civic Medical Centre, Allport Surgery and Orchard Surgery).

Being part of a Primary Care Network means our patients have access to additional roles which we work in partnership with as part of our team. This can include:

- GP Clinical Pharmacy Team: For medication queries and medical reviews
- Cancer Care Coordinator: Tracey Pilgrim can give practical advice and support to anyone diagnosed with cancer
- Wellbeing Practitioner: Tracey Richards can give advice on benefits, local services and support to anyone with various issues such as loneliness and bereavement
- Health Coach: Georgia Lilly can give diet and exercise advice to help you get more active and achieve a healthier lifestyle
- Learning Disability Coordinator: Suzanne Thomas can help anyone with a learning disability with access to services and any support needed
- Meath Health Care Coordinator: Rachel Kinnear can give advice and support to those with mental health conditions

We thank you for your cooperation and support throughout this challenging time



