Important Notice: Same-Day Appointment Capacity

We use an AI-based triage system to help ensure that patients receive the most appropriate care based on clinical need. This system helps us manage appointment availability fairly and effectively.

If you have not been offered a same-day GP appointment following your online PATCHS submission, this means that—based on the information provided—your concern does not meet the clinical threshold for an urgent GP appointment at this time, or we have reached capacity for similar cases today.

We understand this may be frustrating. If your symptoms worsen or change, or if you feel you need to be reassessed, please submit another online PATCHS request or ring the surgery.

If you are experiencing a medical emergency or feel your condition requires immediate attention, please consider the following options:

- Call 999 in a life-threatening emergency
- Contact NHS 111 for urgent medical advice
- Visit your nearest Urgent Care Centre or A&E if appropriate

We appreciate your understanding as we work to provide safe and timely care to all patients