**New Same Day Service (SDS) launches at Westongrove Partnership, with changes to the Bedgrove Surgery Childrens Clinic – from Monday 1st July 2019**

Dear Patients,

We are looking at different ways to manage patients who need on the day care, both adults and children, in order to manage the increasing demands we are experiencing at Westongrove Partnership better, and ensure timely access to care.

As a result, we are pleased to be launching a brand new ‘Same day service’ (SDS) to manage on the day urgent appointments required by all of our patients at Westongrove. It will be held at Wendover Health Centre, and the Bedgrove Childrens Clinic will move into this new service. This is to ensure that patients are managed by the most appropriate healthcare professional in a timely manner, and to give much more flexibility to parents of children who currently have to be at Bedgrove Surgery in person by 8.50am.

From Monday 1st July, If you need to access an urgent same day appointment for your child please call Bedgrove Surgery on the day (01296 330330) and the receptionist will add you to the SDS telephone triage list. One of our clinical SDS team will call you and advise on further management for your child – this may be advice given over the telephone, an appointment that will be booked for you at the SDS centre based at Wendover Health Centre between 8am – 6pm, or a routine appointment at your usual surgery with the most appropriate member of our team if this is clinically appropriate.

The SDS service will ensure that those patients who need urgent on the day care, receive it swiftly, delivered by our specialist team. It will also allow greater continuity of care for those patients who require routine appointments with our wider clinical team.

The last day for the current Childrens clinic held at Bedgrove Surgery will be Friday 28th June 2019.

The Team at Westongrove Partnership