

# Welcome to South Park Surgery's new Patient Online Consultation System: PACO GP

We are excited to announce some upcoming changes to our online consultation system that will make managing your healthcare needs easier and more integrated. As we continuously strive to improve your experience with us, we will be transitioning to a new system called

## PACO GP from 6 March 2025



### Online Patient Access from PACO GP®

Enter the Digital Front Door 

## What's happening?

This change means that booking routine appointments, medication queries and all administrative requests can now be accessed via our new Digital Front Door.

You'll also be able to easily access lots of information about self-referral options and Sick / FIT note requests as well as online booking of blood tests and seasonal vaccinations (e.g. Flu and COVID)

## Why PACO GP?

- It enhances security and user-friendliness.
- You will not need to remember a username or password.
- You will just use your NHS number and date of birth to log in.

We hope these changes will significantly enhance your experience with South Park Surgery.

## Steps you need to take...

1. Please make sure your **contact details** are always kept **up-to-date**.
2. **Locate Your NHS Number:** because you **will** need this to be able to use Blinx. You can find your NHS number in your NHS account or through the dedicated service available via the link below:

You can [get your NHS number in your NHS account](#)  
Otherwise, you can [use this service to get your NHS number](#)

## What's the change?

- **Forms and Questionnaires:** Seamlessly integrated into the new system for easier access. The use of online forms allows the practice to gain information about you and your health in order to make informed decisions and more efficiently offer you the right care from the right person.
- **Enhanced Features:** Including health analytics, customised communication, and automated health campaigns.
- **Integrated Services:** Phlebotomy (blood taking) appointments will also be integrated into the new system.
- **Improved Access:** Seasonal vaccination programmes can be accessed and booked directly online.

Your request will be handled in exactly the same manner, whether you complete the PACO GP request online yourself or contact us via telephone ~ where our receptionists will ask the same questions to ensure equity of access for all patients.

## Your routine appointment:

However you contact us, we may offer you a consultation:

- by phone
- face to face at the surgery
- on a video call
- by text or email

Appointments by phone, video call or by text or email can be more flexible and often means you get help sooner.

## Urgent Appointments:

Please do not use this service for any urgent medical queries at present. Please continue to call the surgery on 01625 422249 Option 1 if you have an urgent medical query that needs to be dealt with on the same day.

You will be added to the triage list for a clinician to contact you and offer further advice / treatment / review accordingly.

We aim to respond to these requests as soon as possible, usually within 30 minutes – 2 hours but always on the same day.

To help us to prioritise and get to patients who are most unwell and need our input most urgently, please only use this service for urgent on the day issues