



## **Your Practice Charter - You and Your General Practice**

**Updated for the NHS Contract Changes from 1st October 2025** - At Burnside Surgery, our commitment is to provide you with safe, timely, and personal care. As of 1st October 2025, the NHS has introduced new contract requirements which will shape how we deliver services. We want to keep you informed about what this means for you and how we continue to support your health.

### **What you can expect.**

Starting 1st October, patients will be able to access the practice during core working hours for **non-urgent medical requests**. This means you can contact us online during core hours for advice or routine care needs.

While this is a positive step towards easier access, it also means we may face:

- **Increased demand** for appointments and advice through online requests.
- The potential need to introduce **waiting lists for routine care**, similar to those in hospitals, to manage patient needs safely and fairly.
- Continued focus on **prioritising urgent and emergency cases** to keep all patients safe.

### **What This Means for You**

- If your medical concern is **urgent**, please **call us directly or visit the surgery** in person. Urgent requests cannot be safely managed through the online system.
- For non-urgent matters, please use our online services to contact us, but be aware that waiting times for routine appointments may sometimes be longer due to increased demand.
- We may need to offer appointments on different days or direct you to other appropriate healthcare services when necessary.

### **Our Promise to You**

Despite these changes and challenges, we remain fully committed to:

- Providing prompt and safe access to care when you need it most.
- Maintaining continuity by building long-term relationships between you and your healthcare team.
- Focusing on keeping you healthy, not just treating illness, with meaningful consultations and coordinated care close to home.
- Using modern technology and facilities to improve your experience wherever possible.

### **The Challenges We Continue to Face**

- Rising patient numbers and fewer GPs to meet demand.
- Limited funding to expand staffing and limited space to modernise facilities.
- Workforce pressures and ongoing NHS-wide training and development requirements

### **How You Can Help**

- Use urgent services appropriately—urgent issues should not be sent through online requests.
- Be patient with waiting times for routine appointments during busy periods.
- Help us keep our service safe and effective by sharing clear, complete information when you contact us.

### **Thank You for Your Support**

We appreciate your understanding as we adapt to these changes while continuing to do our best for your health and wellbeing. Together, we can navigate this new chapter in NHS care with safety, compassion, and trust.

If you have questions about these changes or need support using our online services, please contact our team.

**BURNSIDE SURGERY TEAM**