
Update from Cove Bay & Kincorth Medical Centres – October 2026

UNDERSTANDING OUR NEW URGENT CARE HUB

You may have noticed some changes to the way we manage urgent requests at the practice. We wanted to explain how our new **Hub system** works and why it has been introduced.

We appreciate that patients with urgent health concerns or general queries may experience a longer wait on the telephone than they would like. We understand this can be frustrating. However, this extra time allows our trained call handlers to gather the right information at the start of the patient's journey, helping us ensure that everyone receives the most appropriate care as quickly and safely as possible.

When you phone with an urgent problem that cannot be managed through eConsult, a trained call handler will ask a number of relevant questions about your symptoms and circumstances. This information is then relayed directly to the dedicated GP working within the Hub.

The Hub team can then decide on the most appropriate next step. This may include:

- Providing advice and reassurance.
- Signposting to other healthcare professionals such as pharmacists, opticians, dentists or community services.
- Arranging a same-day appointment with a GP or nurse if clinically required.
- Asking the Duty Doctor to phone you for further information when a more detailed assessment is needed where they can assess, for example, whether a home visit or emergency assessment may be required.
- Processing urgent prescriptions.
- Organising some referrals when appropriate.
- Recommending a trial of treatment for certain conditions and arranging follow-up.
- Booking routine appointments with GPs, nurses, physiotherapists and other members of the practice team where this is the most suitable option.

By managing requests in this way, many patients can have their problem dealt with more quickly, often without needing a face-to-face appointment. Importantly, it also allows our Duty Doctor to focus on patients who are most unwell or have complex medical problems, rather than being overwhelmed by the sheer volume of incoming requests.

Our aim is simple: to make sure patients receive the **right care, from the right person, at the right time**. Thank you for your patience and understanding as we continue to develop services that help us provide safe, effective and timely care. Our plan over time is to add in a dedicated results and call-back phone line that will further reduce the waiting time on the phones once we have enough reception team stability.

FESTIVE HOURS

The surgery will be closed on Friday 25th December 2026 & Monday 28th December 2026 and Friday 1st January 2027 & Monday 4th January 2027.