



April 2026

BANKFIELD SURGERY

NEWSLETTER



Welcome to our patient newsletter — your go-to spot for easy health tips, updates from our team, and some stories to brighten your day. We want to keep you in the loop and help you feel your best, whether you're stopping by for a quick visit or managing something long-term.

Thanks for being part of our community.

INTRODUCING ECONSULT AT BANKFIELD SURGERY – A BETTER WAY TO CONTACT US

From Monday 13 April 2026, we are changing the way patients contact the practice by introducing eConsult, our new online system

WHY ARE WE MAKING THIS CHANGE?

You told us that:

- It's hard to get through on the phone
- Waiting in long queues at 8am is frustrating
- Getting timely appointments can be difficult

WE'VE LISTENED – AND THIS NEW SYSTEM IS DESIGNED TO FIX THESE PROBLEMS.

THIS CHANGE IS ABOUT MAKING ACCESS TO CARE:



Faster



Fairer



More convenient

WHAT IS ECONSULT?

eConsult is a simple online form you can use to contact us about your health or admin requests, without needing to call or queue. It will be used for all requests (online, phone, and in person) so we can make sure everyone is assessed fairly and consistently.

WHAT ARE THE BENEFITS FOR YOU?

NO MORE 8AM RUSH!

You don't need to queue outside or wait on hold - submit your request anytime between 7:30am - 6:30pm

SAME-DAY RESPONSE!

Every request is reviewed by a clinician and you will hear back the same working day with a plan.

FASTER HELP FOR URGENT PROBLEMS

If your issue is urgent we will make sure you are seen within 24 hours.

RIGHT CARE, FIRST TIME

You'll be directed to the most appropriate person (GP, nurse, or other team member), saving time and unnecessary appointments.

MORE CONVENIENT ACCESS

You don't need to call, you can use eConsult for a range of things such as appointments, medication queries, sick notes, test results, referrals and much more.

HOW DOES IT WORK?

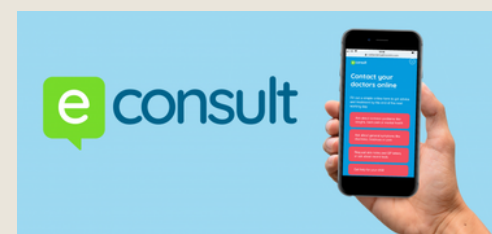
It is as simple as 1-2-3!

- 1 Fill in a short online form
- 2 As clinician reviews your request the same day
- 3 We contact you with next steps



NOT ONLINE? WE'VE GOT YOU COVERED!

- You can still call us as normal
- Our reception team can complete the form for you
- We're happy to help you use the system



SCAN THE CODE BELOW TO WATCH OUR SHORT GUIDE: [POINT YOUR PHONE CAMERA AT THE QR CODE](#)