![Derby Medical Centre logo]

Patient Newsletter

Update on Our Online System

Spring 2026

In December, we introduced a new online system called PACO (Patient and Care Optimiser), developed by Blinx Healthcare. The aim of this system was to make it easier and quicker for patients to contact the practice, request appointments, complete health forms, and receive messages from the healthcare team — all through a simple and secure online platform without the need to download an app or create an account.

PACO was intended to help improve access to our services, reduce waiting times, and streamline the way patients communicate with the practice.

However, after using the system for a period of time and listening carefully to feedback from both patients and staff, we recognise that the system did not work as well as we had hoped. Our intention was to try a new approach that would make things more efficient and improve the experience for everyone, but it became clear that this particular system was not the right fit for our practice at this time.
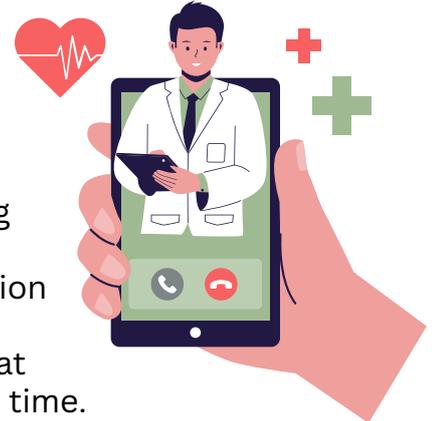
As a result, we have now reverted back to our previous system for appointment and medication requests and administrative queries.

We would like to take this opportunity to thank both our patients and our staff for their patience, understanding, and feedback during this transition. Trying new ways of working is important as we continue to look for improvements, and your support while we tested this change has been greatly appreciated.

We remain committed to finding the best ways to provide accessible, efficient care for all of our patients, and we will continue to review how we can improve our services in the future.

Accessing Help When the Practice Is Closed

When the surgery is closed, you can contact the GP Hub on 01372 232001.

Please note:
❗ The GP Hub is not open on annual bank holidays.
On these days-and any time you need advice when we are closed-please use:
- Local pharmacies, who can offer expert advice and support through Pharmacy First
- NHS 111, available online or by phone for urgent help and guidance
- The NHS pharmacy finder: https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy/

Using the NHS App – A Simple Way to Manage Your Healthcare

We would also like to encourage all patients to make use of the NHS App, which is a secure and convenient way to access a range of NHS services online.

Through the NHS App you can:

- Order repeat prescriptions
- View your GP health record
- Check test results when they become available
- View and manage upcoming appointments
- Access NHS services and trusted health advice

Using the NHS App helps patients manage their healthcare more easily without needing to contact the practice for routine requests. For example, ordering prescriptions through the app reduces the number of phone calls coming into the practice and allows our team to focus on patients who need urgent medical help.

It also gives patients more control and visibility over their own health information, meaning you can check details or request medication at a time that suits you, without needing to wait on the phone or visit the surgery.

By using the NHS App where possible, you are helping us to make our services more efficient and ensuring our staff can spend more time supporting patients who need direct care.

If you have not yet downloaded the NHS App, it is free to use and available on smartphones and tablets. You can also access it through a web browser if you prefer to use a computer.

Quick Guide: Getting Started with the NHS App

The NHS App is a simple and secure way to access NHS services on your smartphone, tablet, or computer.

Step 1 – Download the NHS App

1. Open the App Store (Apple) or Google Play Store (Android).
2. Search for "NHS App".
3. Download and install the app.

Step 2 – Create or Log in to your NHS Account

If you already have an NHS login from another NHS website or app, you can use the same email address and password.

To create a new account you must be aged 13 or over and have an email address and mobile phone number.

1. Enter your email address and create a password.
2. Accept the NHS login terms and conditions.
3. Enter the security code sent to your email.
4. Enter your mobile phone number and confirm the text message code.

Once completed, your NHS login will be created.

www.derbymedicalcentre.nhs.uk

Quick Guide: Getting Started with the NHS App continued

Step 3 – Prove Who You Are (to unlock full services)

To access your GP record and other personal information you will need to confirm your identity. You can do this in two ways using photo ID (such as a UK passport or driving licence):

- Face scan: Take a photo of your ID and complete a quick face scan using your phone camera.
- Short video: Take a photo of your ID and record a short video saying four numbers shown on the screen.

You will also be asked to enter your date of birth and either your NHS number or name and postcode. Identity checks are usually confirmed within a few hours.

If you do not have photo ID

You can still access the NHS App using details provided by the practice.
Please contact our reception team to register for online services. We will provide:

- Our GP surgery ODS code
- Your Account ID
- A Linkage Key or Passphrase

You can then enter these details in the NHS App to confirm your identity.

Need Help?

For further help setting up the NHS App, visit: https://www.nhs.uk/nhs-app/nhs-app-help-and-support/getting-started-with-the-nhs-app/

Our Phone Lines – Helping Us Help You

We understand that our phone lines can often be very busy, and we appreciate your patience when contacting the practice.

As a large GP practice in the heart of Epsom, we receive a high volume of calls each day. Between September 2025 and February 2026, the practice received 20,422 inbound calls, totalling over 367 hours of phone time. The busiest time for calls is typically between 8:00am and 10:00am.

To help improve the experience for patients, we have introduced a phone queue widget on our website, allowing you to see how many callers are currently waiting in the queue before you ring the practice.

We have also introduced additional phone features to make contacting us easier:

- Check and Cancel – You can check or cancel appointments without needing to speak to a member of the team.
- Call Back Option – Rather than waiting on hold, you can choose to keep your place in the queue and receive a call back when a member of the team becomes available

Where possible, we encourage patients to use our website or the NHS App for routine requests such as ordering prescriptions, checking information, or managing appointments. Using these services helps reduce pressure on the phone lines and allows our reception team to prioritise patients who need urgent assistance. Thank you for your continued patience and support.

Derby Medical Centre

Self-Booking Appointment Links

We understand that the appointment times offered may not always be convenient, which can often mean patients need to call the practice to rearrange them. To help make this easier, we are working on increasing the number of appointments that can be self-booked through a secure text message link.

When appropriate, you may receive a text message invitation allowing you to choose an appointment time that works best for you. This can be particularly helpful for routine appointments or follow-up reviews, giving you more flexibility to select a suitable time without needing to call the practice.

Please note that these booking links expire after seven days, so we encourage patients to keep an eye out for these messages and book as soon as possible to secure a convenient appointment time.
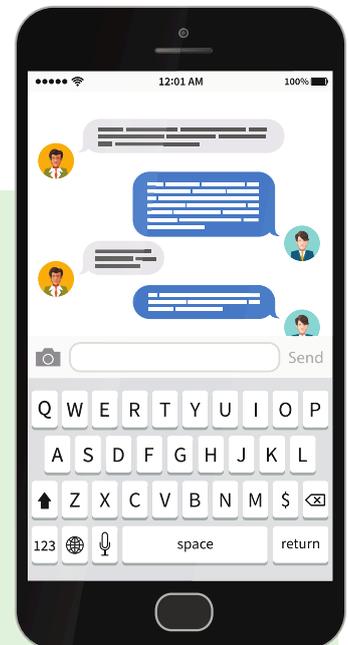
Registering online

It's now even easier to register at our practice. Use the link: https://gp-registration.nhs.uk/H81051/gpregistration/landing or scan the QR code below.

Scan here to register →

Follow us on Facebook

Our practice now has a Facebook page where you can access health information posts and updates from the practice. Use the link to follow us: https://www.facebook.com/DerbyMedicalCentreSurrey