

Welcome to



The
**WILLOW
GROUP**

We have recently introduced a 24/7 online consultation service that allows our patient's to contact us with ease and convenience. *The service is monitored by the practice during our opening hours 8am-6.30pm, Monday to Friday.* This service is highly rated, with 93% of our patient's rating the service excellent or good.

Visit our website <https://www.thewillowgroup.nhs.uk/> and click start here.



Request an appointment

If you have a medical need, please select this option and complete the online form. The request is triaged and you will be contacted via the clinician or a member of the team via phone, text or video consultation.

Nurse appointment

If you require a routine nurse appointment you can submit your request here. Providing all the information required i.e. dates required will help avoid delay. **Please note: due to COVID-19 we can only book appointments up to two weeks ahead. You will be asked to resubmit if your requirement exceeds those two weeks.**

Blood test appointment

Blood test appointments can be booked via patient access but if you do not have this requests can be made via our online form. You must state who has asked for you to have the test, any special requirements i.e. fasting and if you have the form.

Sick note

Requests for a sick certificate can be made via the online form BUT all questions must be answered for your request to be processed. Once the clinician has your request you will be sent via text message or contacted if any queries.

Medication Requests

Repeat medication can be ordered via NHS app (<https://www.nhs.uk/apps-library/nhs-app/>), patient access, via your nominated pharmacy or emailing fgccg.willow-prescriptions@nhs.net **Please note we do not take prescription requests over the phone.**

Many options are available on our website. Please provide full details of your need / enquiry.

If you are unable to complete the online form please call us on 02382311034 and a care navigator will assist you. Please note, our telephone lines can become extremely busy so we ask if you are able to please submit your requests via our website <https://www.thewillowgroup.nhs.uk/> to free the lines for our elderly, vulnerable and patients whom are unable to complete this online form.