



Bridgewater Surgeries

How to get care
from your team
at our surgeries



DESIGNED WITH PATIENTS AND GPs





Bridgewater Surgeries

How to
from you
at our surgery



Contact information

Bridgewater House
7 Printers Avenue
Watford, Hertfordshire
WD18 7QR

Opening hours:
Mon – Fri 8am–6.30pm
Sat and Sun: Closed

 Get directions
 01923 202600

[Link to online requests](#)

Online request opening
hours to come



DESIGNED WITH PATIENTS AND GPs



What happens when you need our help?



1



Decide if you need to see us

2



Choose how to get in touch

3



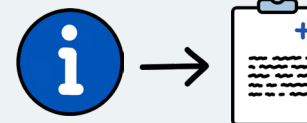
We listen to you

4



We decide what care to offer

5



We agree the best way to support you

6



If you're not sure what's happening, get in touch



1. Decide if you need to see us



**If its an emergency
call 999 or visit A&E**

[When to call 999](#)



If you think it's a minor illness visit your local pharmacy for initial advice.

[How pharmacies can help](#)



You can order repeat prescriptions via the NHS app or our website.

Learn about [all our services](#)



If you're worried about you or your family, this practice is here to help.





2. If you choose to get in touch with us



Try us online (see step 3) or call us during opening hours. We're busiest at the start of the day.



We provide walk in services for patients who need in person support or have additional needs.

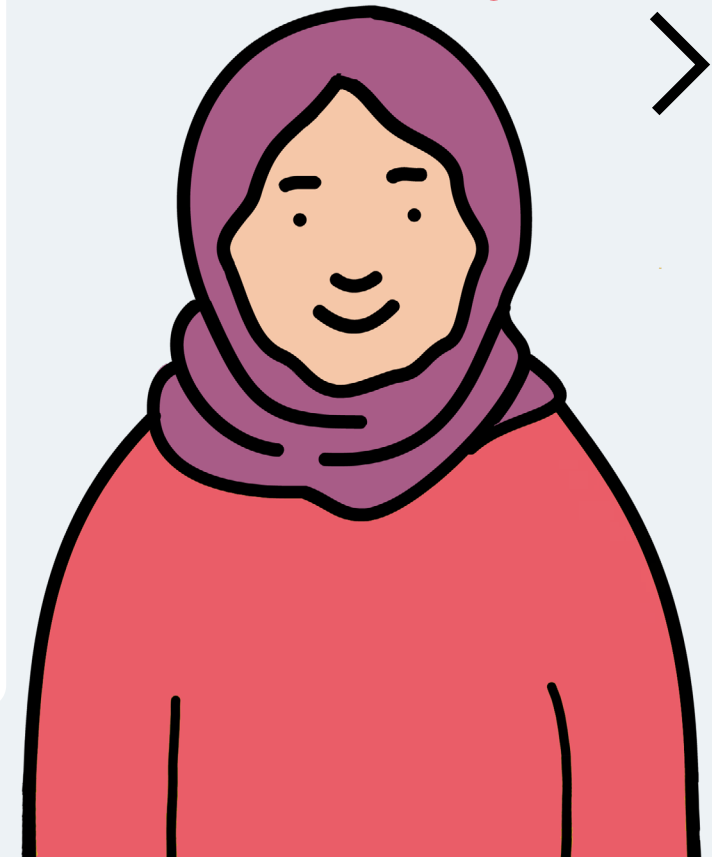


If we're closed, [call 111](#) for advice.

If appropriate, 111 may ask you to visit an urgent treatment centre or our local out of hours practice.

I use the website so I don't have to wait on the phone.

Don't email us as we don't use this for patient messages.



3. We listen to you



Use our [online form](#) or [NHS app](#) to tell us what you need, e.g. to see your regular GP, can't come to the surgery or have other concerns. Include what sort of appointment you'd prefer, e.g. in person or by phone.

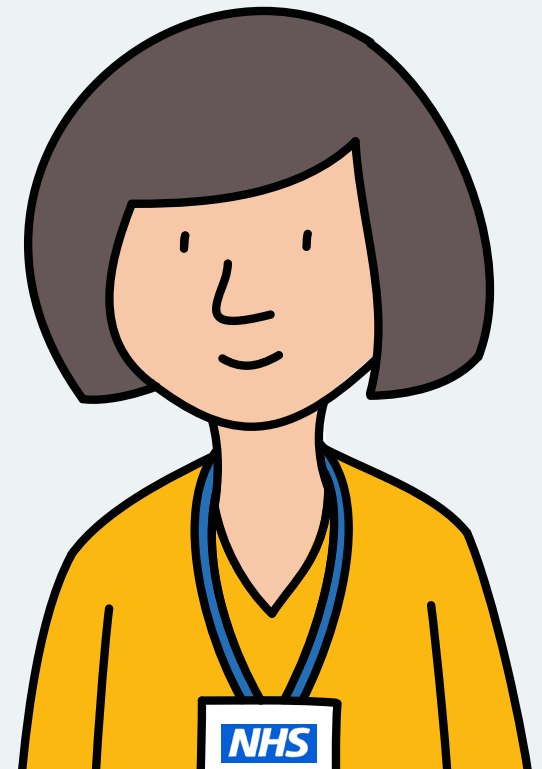


If you call us, a receptionist can help you complete the form. They can also complete it for you. If you're at the practice and need privacy, let us know.



If your query is an admin issue, e.g. request for a sick note, it could take us two days or more to get back to you.

We make sure the care we offer is right for you and do our best to prioritise your preferences.





4. We identify your needs to guide doctors' care decisions



We may ask you to send more details, e.g. a photo or other medical information.

GP TRIAGE

WHAT

WHEN

WHERE

All your requests go through our GP-led triage.

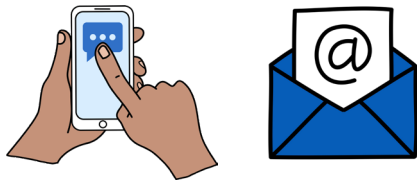
Triage means that we carefully decide what care you need, how quickly it's needed, who you need to see, and if you need to come to the surgery.

Call us to ask for help if it is hard to send us more details, e.g. a photo, or use the self book link





5. We agree the best way to support you



We will confirm next steps by **text message, phone or email** according to your preference.

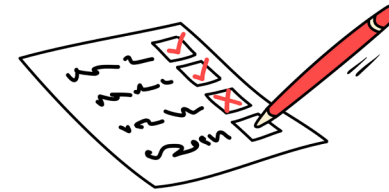
We may send you an online link to book an appointment.

Ask for help if this is hard to use.



We may decide that an in person visit is not needed, as many issues can be addressed by phone, text message or video consultation.

Tell us if you have a preference (see step 3).



We might book you an appointment with a doctor, nurse, physiotherapist or other practitioner.

You can refer to the [NHS advice on preparation for an appointment](#)



For a phone or video appointment you won't need to come in. We aim to call at the time we agree with you. Let us know your number and keep your phone on and nearby so you don't miss our call!



6. If you're not sure what's happening, get in touch



If it's a medical emergency visit **A&E**.

If life threatening, call **999**.



If urgent, please don't wait:

Use our main phone number for any appointment problems:

01923 202600



If you haven't heard from us **after two working days**, please check your [Anima account](#) for updates.

If you still need to get in touch submit another Anima request or call us.

I call my GP if I don't hear back or my symptoms get worse.





Bridgewater Surgeries



NHS app



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7 Printers Avenue
Watford, Hertfordshire
WD18 7QR

 01923 202600

Open Mon–Fri 8am–6:30pm

For more information visit
bridgewatersurgeries.nhs.uk

This resource is available in XXX
languages [UoO link to come].

For interpreting services at our practice,
please ask when you request your
appointment.



This resource has been co-designed with
NHS clinicians and patients. It has been
developed as a collaboration between
the University of Oxford, the University of
Manchester, Queen Mary University London,
Bridgewater Surgeries and Eynsham Medical
Group and Design Science, with support
from NHS England.

The project was funded through the
National Institute for Health and
Care Research.



NUFFIELD DEPARTMENT OF
PRIMARY CARE
HEALTH SCIENCES



The University of Manchester



Queen Mary
University of London



National Institute
for Health Research



Design Science