

Dear patients and relatives,

During the pandemic we have significantly increased our use of online consultation to meet patient demand. As we move forwards, patients are telling us that they want more telephone and face-to-face appointments. Demand across the city is at 130% of pre-pandemic levels, and the most urgent issues generally come to us by phone. It is vital that we can respond to clinical need appropriately.

To address these challenges, we are temporarily disabling the eConsult feature. We are using this time to divert staff resource, clinical and non-clinical, into answering the phones, seeing patients, providing telephone consultations and addressing covid demand.

There are still ways to multiple digital ways to contact us:

- The NHS App can be used to request repeat prescriptions, view your medical record, updated your telephone number or email address, and view your covid vaccination status.
- You can use the automated telephone line (option 2) to order repeat prescriptions.
- The queries section of our website can be used to update your address, request we set you up with telephone ordering, or register as a carer.

Thank you for bearing with us while we work to meet demand as effectively as possible.

Modality Partnership Hull

