

AccuRx how-to for patients

AccuRx is for ADMIN queries only

Scan QR code below with your mobile phone camera



Or type this into your web browser:

<https://florey accurx.com/p/C82021>

This will bring you to Central Surgery's page on AccuRx where you can submit your admin query

Contact us about your request

⚠ This admin query will be read by a member of the team within 3 working days. This service is open between 8am - 6pm, Monday to Friday. Excluding Weekends and Bank Holidays.
If you are seriously unwell, [call 111 or 999](#)

What would you like help with?

- I have an admin query**
Contact us about a fit (sick) note, ask about recent tests, get a repeat prescription, or anything else admin related
- I want help for a medical issue**
Contact us about a new or ongoing symptom
- I want to see online advice** [↗](#)
See advice and guidance on conditions, symptoms and treatments

Skip some steps by using your NHS login before continuing the request.

NHS Continue with NHS login

Read our [security & privacy policy for patients](#) [↗](#) to find out about how Accurx facilitate your care securely and safely.



As your request may not be seen immediately, we need to ensure you are aware that this is NOT for medical concerns. You will be asked to check your query is not an emergency before you can proceed:



Admin query

Check it's not an emergency

Call 999 if you or someone has:

- **signs of a heart attack** (pain like a very tight band, heavy weight or squeezing in the centre of your chest)
- **signs of a stroke** (face drooping on one side, can't hold both arms up, difficulty speaking)
- **severe difficulty breathing** (including choking, gasping or sudden swelling of the mouth, tongue or throat)
- **a seizure or fit** (shaking or jerking, or unconscious & can't be woken up)
- **heavy bleeding** (spraying, pouring or enough to make a puddle)
- **a serious accident, or severe injuries, burns or scalds**
- **tried to end your life** (by taking something or harming yourself)

Deaf, hard of hearing or speech-impaired people can use 18000 to contact 999 using text relay or a textphone.

⚠️ Your request will NOT be seen immediately, so call 111 if you don't have an emergency but you have an urgent medical problem and you're not sure what to do.

[Back](#)

[None of these are present](#)

You can then choose your admin query type, if it is not present then you can choose to free type what it is you need by selected "I need help with something else"

Admin query

What is this about?

Doctor's letter

Fit (sick) note

Questions about a referral (update / status)

Repeat prescription

Test results

I need help with something else

[Back](#)

Admin query

I need help with something else

How can we help you?

Type response here

0/300

[Back](#) [Continue](#)

Once you have typed up your query. You will need to provide your details so we can link you to your record and send you a verification code to your mobile phone, just to confirm it is you.

Admin query

Your details

Please provide your details to help our practice identify who this request is for.

First Name

Last Name

Date of birth

<i>DD</i>	<i>MM</i>	<i>YYYY</i>
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Gender

Please select ▼

ⓘ Why aren't there more options? ▼

Postcode

Your phone number
A mobile number is preferred

Verification code sent to

[REDACTED]

It can take up to a minute to send to your mobile phone.

Verification code
It should be 6 digits

Didn't receive the code? Try sending it again.

The system will then ask you to type in the verification code sent to your mobile. Once you have verified your identity, your request will be submitted to the Practice and we will get back to you within 3 working days

Request submitted!

What happens next?

The practice will review your request within 3 working days

If you become more unwell, or if you need help more urgently, consider calling us, or NHS 111 for advice. If this is a medical emergency call 999.

How was your experience? Please click here if you're interested in giving us feedback!

[Submit a new request](#)