

Appointment Changes from 1st Feb 2019

Dear Patient,

We would like to inform you of some upcoming changes which will affect the way you book appointments.

We have listened to patient's complaints and tried to accommodate as much as possible.

The demand on the practice has increased significantly and whilst we wish we could accommodate everyone, is not always possible.

Pre bookable appointments for on- going medical reviews, non-urgent appointments

Patients who wish to see a specific GP about an ongoing medical matter can pre book appointments up to four weeks in advance (subject to availability). Patients are encouraged to either book online, telephone or in person at the surgery for such appointment. You are encouraged to do this after 11am when the practice is quieter to reduce your wait time on the telephone. Please be aware that if you want to discuss multiple problems please advise the receptionist who can book an appropriate time slot. If booking on line please note; one problem equates to one appointment as the clinician is limited to **10 minutes per appointment**. When booking pre bookable appointments you will be asked to confirm your mobile number so that we can send a MJOG (text message reminder).

On the day acute appointments, urgent appointments

Patients who are acutely unwell (unwell last 72 hours) can contact the surgery in the morning via telephone, internet or in person to book an appointment for the same day(subject to availability), this can be done from 8am. An appointment will be given to see the next appropriate clinician or signposted to an appropriate service. Patients are unable to specify a particular clinician for an on the day acute appointment. When speaking with the receptionist if your condition is of a sensitive matter and require a Male or Female GP this will be taken into consideration. If a patient wishes to see a specific clinician please refer to the pre booking appointment above. Patients who try and bypass the system will be asked to re-book.

Home Visits

Home visits will only be provided for patients who are truly housebound; we have had a number of patients ask for a home visit as it's more convenient for them. Home visits are time consuming and take the GP and ANP away from the Practice, which reduces the amount of appointments we are able to offer.

The Practice has a Zero tolerance policy, any abuse to any member of staff will result in a warning and being removed from the practice. In recent months this has become a daily occurrence which is unacceptable. Understandably sometimes things don't go particularly well we don't do this intentionally and the practice like other practices is extremely busy and under immense pressure. We ask for your co-operation and understanding in this matter.