

MAKING AN APPOINTMENT WITH YOUR GP

IMPORTANT CHANGES FROM 1 MAY 2018

Our appointment system has changed to improve our service. From 1 May 2018 we will be introducing a brand new booking system.

We have listened and we know how difficult it has been to get an appointment with the GP. To reduce waiting times and improve patient care we are introducing a **Telephone GP Consultation Service**.

You can make an **advanced telephone GP consultation** by contacting the Practice on 01386 765600 between 8.00am and 6.00pm weekdays or online through Patient Access. When you telephone the Practice to make an appointment with a GP, the Triage Team will ask for a little information to be able to book the next appropriate **telephone GP consultation appointment**. These GP telephone consultation appointments are available 2 weeks in advance. The Triage Team will no longer arrange direct GP face to face appointments.

The GP will telephone you on the day and at the time of your booked telephone consultation but in the event of unavoidable delay, please be available up to one hour of this time. If the GP is unable to assist you over the telephone they will make an appointment to see you face to face either that day or at a convenient time in the future. During your telephone consultation with the GP they may request that you have a blood test or further investigations and the GP or our Triage Team will assist with the booking of these appointments.

We have introduced an **'On Day Duty Team'** which consists of a Duty GP and Advanced Nurse Practitioner(s). **If your call is urgent**, when possible, please endeavour to call us between 8.00am and 11.00am. Your call will be triaged by our team and if your call is deemed as urgent a message will be given to the **'On Day Duty Team'**. They will then assess and if needed make an appointment for you. Please do not request to speak with the Duty Team if your need is not urgent. Our Triage Team can assist with administration requests more efficiently than requesting a call back from the Duty Team.

Pre-bookable telephone consultations – frequently asked questions:

I like seeing my GP face to face. Why can't I book an appointment?

This new service should help you get the contact you need with your GP sooner and be more efficient. Having a telephone consultation will avoid you having to make too many unnecessary trips to the Practice. If the GP feels you need to be seen face to face they will make that appointment for you.

Will I be told when the GP will telephone me back?

Yes, you will be given a consultation time slot when you can expect the GP to telephone however please be available one hour after this appointment time to take your consultation as the GP may be delayed.

What if I ask for a home visit from the GP?

We ask if you can make your request before 11.00am in the morning to enable our 'On Day Duty Team' to assess and arrange the most appropriate clinician to attend.

Can I book a pre-bookable telephone GP appointment in person at Reception/Patient Liaison Team?

Yes you can however our Patient Liaison Team are dedicated to supporting patients with complex issues and wherever possible we would expect you to arrange your appointment online or by telephone in advance.

I am not very good at talking about my problems on the telephone. I would like to see someone in person

Please discuss this with the Triage Team who will assist you and try to accommodate you but this may not be with the clinician of your choice.

Will I be able to ask for a call from my Responsible GP?

Yes, part of the reason for introducing this system is to promote continuity of care between GP and patient. However if your Responsible GP is already booked you may be offered a telephone GP consultation with a different GP. This GP will then request investigations and follow up any further care needed. All clinicians in the Practice have access to your medical records.

What if I miss my telephone consultation?

This is a pre-bookable **telephone GP consultation appointment** and therefore will be treated in the same manner as not attending a face to face appointment. Please be available up to one hour after your telephone consultation appointment time. Please ensure that on booking the appointment we have the correct contact telephone number(s) for you and let us know if you have a call-safe system or numbers blocked service on your telephone number. Any appointments that are not attended at the Practice are subject to our DNA policy. Frequent non-attendance or not being available for the call back could jeopardise your registration with us.

Will the GP call me on my mobile if that is what I wish?

Yes, but please ensure that we have a correct mobile number when you book the **telephone GP consultation appointment** and help us by informing us of any changes to your mobile number.

What if the GP calls me on my mobile and I am in a place with no signal?

As this is a pre-bookable appointment it would be helpful if you are able to be in an area that has a strong signal during the one hour timeframe of the consultation. The GP will make 3 attempts to contact you within this time frame but if they are unable to get hold of you this missed call will be treated as a non-attended appointment.

Will the GP leave a message on my voicemail or answering machine?

If your voicemail message is personalised, the GP may leave a message if they have been unable to reach you. For automated or non-personalised voicemails, this may not be appropriate as it runs the risk of compromising confidentiality.

What if the GP wants to see me in a few weeks' time to review my condition?

They will book the appointment with you during your telephone consultation or request the Triage Team to contact you with an appointment.

After the telephone consultation the GP made me an appointment. Can I cancel it?

Yes, if you need to cancel any appointment for whatever reason, please let us know as soon as possible. We can then offer that appointment to another patient. If you want to book a different time, this request will be passed on to the GP.

Can I still make an appointment with the Practice Nurse or Health Care Assistant?

Yes, these appointments are booked in the same way by speaking with a member of our Triage Team or patient liaison team on our reception desk.

Surgery opening times

	Surgery	Dispensary (closed lunch 1.00pm-2.00pm)
Monday	8.00am-6.30pm	8.00am-6.00pm
Tuesday	8.00am-6.30pm	8.00am-6.00pm
Wednesday	8.00am-8.00pm*	8.00am-6.00pm
Thursday	8.00am-8.00pm*	8.00am-6.00pm
Friday	8.00am-6.30pm	8.00am-6.00pm
Saturday	Closed	Closed
Sunday	Closed	Closed

Telephone numbers

Emergencies	01386 765600	'Press 1
Appointments and home visits	01386 765600	'Press 2'
Prescriptions (9.00am-10.00am)	01386 768131	
Dispensary enquiries	01386 765600	'Press 3'
Results (1.00pm-3.00pm)	01386 765600	'Press 4'
Enquiries	01386 765600	'Press 5'
Fax number	01386 768189	

* Please note that the extended hours appointments from 6.30pm to 8.00pm are by arrangement only and not for walk-in. The Practice doors will be locked to the general public after 6.00pm daily. Should you require assistance the Practice is open for telephone enquiries until 6.30pm.

Partners

Dr John Egan
Dr Emma Shackley
Dr Holly Ash
Dr Chethan Reddy

Salaried GPs

Dr Katie Reeve
Dr Siddarth Viswanath
Dr Yuliya Gonzalez Sanchez

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within 20 working days. Please contact the Patient Liaison Team on the reception desk.