



Our appointments system is changing

From **5th March 2018** we will be implementing a new appointment system to try to improve our services to patients.

In the new system the majority of appointments will be bookable on the same day and early morning appointments will be bookable the day before.

We will no longer book 4 weeks in advance for most GP appointments.

From 5th March, if you need an appointment you should:

- Phone us on the day you would like to be seen
- We will make every effort to give you an appointment with your preferred GP
- If we have no appointments available with your preferred GP you may choose to see a different GP, or phone again on a different day
- If you feel your problem is particularly urgent please let the receptionist know and we will arrange for a triage call with a Nurse Practitioner or GP – in the same way as our current triage system

The reception staff may ask you for brief details of the issue you wish to discuss to help us to direct you to the most appropriate healthcare professional.

The system for booking appointments with the Practice Nurse and Healthcare Assistant will not change – you can still make an appointment up to 4 weeks in advance. Likewise appointments for procedures such as minor operations, post-natal checks, baby checks and coil fittings will still be bookable in advance.

Because of these changes we will have very few routine appointments to offer during the month of February. If you are not able to get an appointment and feel you cannot wait until the new system starts in March please let the receptionist know and we will arrange for you to be triaged by a GP or Nurse Practitioner.

Mondays and Fridays are usually our busiest days – if you don't need to be seen urgently you may prefer to choose a different day to contact us.