

APPOINTMENTS – A PATIENTS GUIDE

Book Ahead Appointments

For any ongoing medical problems a patient will be able to book ahead up to 4 weeks in advance with the Doctor of their choice by speaking to the reception staff.

On the Day Appointments

If a patient contacts the surgery between 8.30am and 11.00am wanting to see a Doctor then an appointment will be offered. Each Doctor consulting in the morning will have a certain number of 'book on the day' slots which will be given out on a 'first come first served' basis. When these slots have been used up then 'extra' slots will be added to each Doctors appointments list. These slots will be allocated equally between the Doctors in surgery.

Although there will be some appointments available in the afternoon there will usually be more in the morning. We will do our best to fit the patient in with the doctor of their choice but this will not always be possible as each doctor will only be able to see a certain number of patients in a morning or afternoon.

If the surgery is contacted for an appointment after 11.00am we cannot promise to see the patient the same day unless the problem is urgent. If this is the case then the request will be passed to the doctor on call. Any other calls received after 11.00am will be either: offered the opportunity of booking up to four weeks ahead; coming down and waiting at the end of surgery; or they will be offered an appointment the following morning there and then (using one of the 'book on the day' slots).

Urgent Appointments

If the problem is urgent and cannot wait overnight then the patient will be asked to wait their turn at the end of evening surgery.

Telephone Appointments

If the patient feels their problem can be dealt with by telephone then a telephone appointment with a Doctor or Nurse can be booked, either in advance or on the day. The Doctor / Nurse will then ring the patient on the number provided at the time of booking within 30 minutes of the designated appointment time.

Text Appointments

We have a mobile phone number available for hard of hearing patients. This number can be used to request an appointment or repeat prescription. Please ask at reception for details.

Home Visits

A Doctor will visit a patient in their home following the morning surgeries as long as the patient is unable to attend surgery themselves and as long as the request for the visit is received before 11.00am. Where possible, the Doctor requested by the patient will attend to the visit, but this cannot be guaranteed. Calls received after this time will be passed to the Doctor on Call.

