



HOW TO GET ADVICE AND MAKE A DOCTOR'S APPOINTMENT

The aim of our system is to get advice and treatment for our patients as quickly as possible.

We operate a system called telephone triage. This means that you let us know when you want medical advice and a doctor will call you back. The doctor will assess your condition. When only advice is required, it will be given by the doctor over the telephone. After assessment, if the doctor thinks that you need an appointment it will be booked for you.

This is how it works:

1. Call us on the main Surgery telephone number (01494 445150). Select Option 2. Option 1 is for test results. Tell the receptionist that you would like an appointment.
2. She will ask you for your name and your telephone number.
3. She will also ask you to outline your health problem. You do not have to tell her. If you do, it helps the doctor to decide call-back priorities based on clinical need.
4. If you want to speak to a specific doctor, tell the receptionist.
 - Whenever possible she will arrange it.
 - If the doctor is not in the Surgery on that day, or we are short of staff, then another doctor may call you back.
5. If you want us to call you between certain times, tell the receptionist.
 - Where possible she will arrange it.
6. Your doctor will call you as soon as they can. The time will depend on the clinical information you provide, and on how many other patients are awaiting call-back.
7. We can only offer a limited number of appointments each day for safety reasons. So we may have to ask you to call again the next day, if we have reached capacity.
8. You may call NHS 111 for advice 24 hours a day.
9. To make the best use of our resources, you will be booked in with the minor illness nurse for minor illnesses, or one of our practice nurses for conditions that they are best qualified to manage.
10. Please note that the doctor will only be able to deal with issues discussed on the phone at the booked appointment.
11. We regularly use GP Locums due to the current national GP shortage. When one of our usual doctors is full to capacity, you will be booked in with a Locum.
12. Depending on your condition, the doctor may advise you to contact another healthcare provider. That might, for example, be a pharmacist, dentist, optician, hospital minor injuries unit or casualty department, or to call an ambulance.

Online Appointment Requests

Only triage call-back appointments are available online.

Sometimes you may not be able to ring during our opening hours. Therefore, the Patient Access system allows you to request a telephone call-back online.

Please note that although the system will give you a call-back time, **THE DOCTOR WILL CALL YOU BACK ACCORDING TO CLINICAL NEED.** That will not be the time given by the system.