From the 3rd January 2017 we will be introducing a new ‘Same Day Access’ appointment system for GP appointments only.

This is how it works:

1. Call us on the main surgery number 01670 511393 and ask to make an appointment with the doctor.
2. The receptionist will ask you for your name and the most appropriate telephone number to contact you on. If you need to speak to the doctor urgently, because it is an emergency, tell the receptionist straight away.
3. The receptionist will ask you to say generally what your health problem is. You don’t have to tell the receptionist if you don’t want to, but if you can, it helps the doctor to decide who needs their help first.
4. If you think you may need a home visit, please say so when you speak to the receptionist. A home visit request should be made before 11.00 am. If the doctor thinks you need to be seen at home, they will arrange this when you speak to them during a telephone consultation.
5. If you want to talk to a specific doctor please tell the receptionist, wherever possible they will arrange this. (Please bear in mind not all doctors work every day).
6. When you call the surgery your call may go straight through to the doctor if they are free, or you will be added to the doctors list for a call back.
7. The doctor will call you back as soon as they can. If you want us to call you back between certain times then please tell the receptionist and wherever possible we will arrange that.
8. You can talk to the doctor about your health problem in the same way that you would if you were in the consulting room. If the doctor thinks you need to come into the surgery to be seen, or if you would still like to come in, he or she will make an appointment for you.
Your questions answered:

Q Can I still have a same day assessment?
A Yes. After speaking to one of the doctors over the telephone they will book you in to be seen the same day if agreed by both parties.

Q Can I speak to my preferred doctor?
A Yes. If your call is not of an urgent nature we will let you know when your preferred doctor works and you can call back on that day to speak to them.

Q Can I still have an appointment with my preferred doctor?
A Yes. After speaking to a doctor on the telephone, and it is agreed that you need to be seen, then you will be booked in for an appointment the same day.

Q Will extended hours appointments still be available at my surgery?
A Yes. These will still be available to accommodate those patients that may find it difficult to attend during our usual surgery hours. Again as with all other appointments these can be booked for you over the telephone by one of our doctors.

Q How can the GP diagnose over the telephone?
A The doctor may be able to deal with your problem while you are on the telephone but in some cases, for example, if you need an examination, you will be given an appointment. The GP can, if necessary, arrange for you to have any tests e.g. blood tests before seeing you. This ensures that the GP has all the relevant information to make a diagnosis more quickly. Remember if the doctor needs to see you, he/she will book you a face to face appointment.

Q Can I still book an appointment online to see a GP?
A The online System1 access will still be available but you will be requesting a telephone call back not a specific appointment time. If you would like access to online services, which also include ordering repeat prescriptions, please contact reception for more information.

Q What happens if I don’t have a telephone or am unable to use it?
A That’s fine. Speak to a member of our reception team and they will make alternative arrangements for you.

Q I’m not allowed to take calls at work, how will I speak to the doctor?
A Many businesses would prefer that a member of staff is given permission to take a call from a doctor and somewhere private to take the call. In the past the employee may have had to take time off work to arrange and attend an appointment, whereas with the new system the employee may not have to take time off work for an appointment. Please advise the reception team of when your lunch hour is, or when you will be able to take a call and the doctor will try to call you when it’s most convenient for you. If you are not allowed to use your mobile phone, could you (for example) leave a works telephone number?

Q Will I be able to book any appointments in advance?
A Nurse, Healthcare Assistant & Phlebotomy appointments will continue to be booked in the normal way and can be booked in advance. GP routine, urgent and emergency appointments will be handled through the Same Day Access system. Doctors will book follow up appointments/calls with patients where necessary.

Q Do I still telephone for a home visit?
A You can request this when you speak to the receptionist. The doctor will telephone you in advance to assess you and decide whether a home visit is required. We can see four patients at the surgery in the time it takes for one home visit so we ask that all patients attend the surgery where possible. If patients are housebound we will visit.

Q Can I still book an appointment for next week or next month?
A This system is designed to run without advanced bookings. In limited circumstances it may be possible to do this after a discussion with your doctor. Certain clinics such as minor surgery, coils and cryotherapy will be booked in advance.

Q What about people who drive around for a living and end up in areas of no signal.
A Please make the reception team aware and they will add this information to the notes that the doctor sees when they call you; this will help the doctor to understand if they don’t get through to you.

Q Are the telephone calls recorded?
A Only the initial contact with the Receptionist is recorded. The telephone appointment with the doctor is not recorded for confidentiality reasons.

If you have any other queries, please do not hesitate to contact the surgery and we will answer any concerns you may have.

We would like to hear any feedback you may have – good or bad – as to how the system is working for you. Please feel free to complete a friends and family questionnaire at reception, advise the receptionist or ask to speak to the Practice Manager.