

New Appointment System for Requests for Urgent (on the day) Appointments

From 29th October we will be operating a GP Triage appointment system.

If you require a **pre-bookable routine** appointment bookable up to 4 weeks in advance – this new system will **not** affect you.

If you require a **telephone consultation** with a GP bookable up to 4 weeks in advance – this new system will **not** affect you.

If you are ringing in for an urgent on the day appointment the new process will be in place:

The receptionists will ascertain what type of appointment you require and if you are insisting on an urgent on the day appointment she will add your name to a list for the Doctor who will be triaging all patients for that day.

The Doctor will go through the list and ring each patient back individually and decide on the best possible care pathway for you.

You may be advised of any of the following (this list is not exhaustive):

You need to be seen today – the triaging Doctor will make an appointment for you to come down and be seen as an urgent

You can go to the pharmacy under the Minor Ailment Scheme or self medicate at home with advice from the triaging Doctor.

You need to be seen within the next few days, the triaging Doctor will make an appointment for you.

You need to be seen but it is not urgent, the triaging Doctor will send a task to the reception staff who will ring you back and arrange a suitable appointment for you.

You need blood tests prior to being seen, the triaging Doctor will arrange for the blood tests to be done.

These new changes are to try and ensure you get to see the correct health care professional the first time you contact the surgery. It should also cut down on the number of times you need to visit the surgery as any tests etc can be organised before you are actually seen.

It will ensure that patients who are in genuine need of emergency medical care will be spoken to by a GP who can then arrange this care.

