

### March 2018

#### News

Pre-bookable appointments are now available 1 week in advance.

Please note there are long waiting times for seeing the nurse at the moment, this is a busy time of year for the nursing team.

When booking online with a doctor please make sure it is appropriate, for example medication reviews need to be booked with our pharmacist, and diabetic reviews with our nursing team. There is a high level of sickness within the team at this current time, leading to delays in appointments. We apologize for the delay.

**DNAS During February, 362 appointments were offered, and 41 patients did not attend. This equates to over 6 hours of wasted clinical time. Please remember to cancel your appointment.**

#### NEW INFORMATION REGARDING APPOINTMENTS

All appointment requests now go through our Urgent Care Practitioner.

When you request an appointment, the receptionist will take some details such as your name, telephone number and medical problem. Your details will then be given to our Urgent Care Practitioner, who will call you between 9am-1pm to assess your condition over the phone. They will then signpost you to the most appropriate service for your problem, whether that be an appointment with the doctor, our advanced nurse practitioner, the hospital, medication or self care advice. Pre-bookable doctors appointments are still available one week in advance. You can also book direct with the nurse, and our pharmacist if you would like to discuss your medication.

Home visits with the GP are also still available. Please try to call before 11am for these.

Repeat prescription requests need to be done in writing. They cannot be taken over the phone. Please drop your repeat prescription slip into the practice, or fill out a repeat request form (available on the front desk). All medication requests take 48 hours.



## APPOINTMENTS PLEASE NOTE

A single appointment is for ten minutes only, so for a single problem only. This helps to cut down on incidences of clinics running late for other patients.



#### ZERO

#### TOLERANCE

We want to help, don't abuse us.

Verbal or physical abuse of our staff will not be tolerated and may result in prosecution.

#### Phone System

Please press **option 1** for **Appointments**

**Option 2** for **General Enquiries** (available after 10am)

**Option 3** for **Results** (available after 10am)

**Option 4** to speak to a secretary regarding your referral (available Friday after 10am)