

Eagle House Surgery New Appointment System

Following on from our Autumn Newsletter in September, we have piloted our new appointment system and will be extending it to all GPs from 5 December 2016. This is how this will work:

CALL THE SURGERY
Please do not come into the surgery to make an appointment as this prevents us from dealing with your enquiries effectively and efficiently

Receptionist will ask you what the nature of the problem is in order to ensure that you are dealt with by the most appropriate person

Doctor

Nurse

Administrator

Various specialist clinics
and nurse triage

Queries about referrals made
by a doctor

Are there any appointments available to book in advance or on the day?

Yes

No

Requests to see your doctor of choice on the same day will be by telephone consultation with the doctor in the first instance and you will be offered a further face to face appointment on the day if required.

-You will be asked the nature of problem in order to enable the doctor to prioritise calls.

-The receptionist will take your number so the doctor can call you back.

-you will be given a 1 hour window for a call back.

- the doctor may call back from a 'no called ID' telephone

- the doctor will attempt to call you twice so please ensure you answer the call.

NB If you have been sent a letter to make an appointment or the doctor has asked to see you for a follow up appointment then you will be booked into a special clinic that is available at set times.

If all the appointment have been filled and the doctor has already reached their capacity for extra urgent patients then you will be asked to either:

-call back in the afternoon for nurse triage

-call back on the day when the doctor is next available

-go to the local walk in centre/GP service

NB: No messages will be taken for doctors who are not working on the day you call. You will be asked to call back when they are next available.