

## What happens when you contact the surgery for a GP appointment?



Appointments are mainly pre-bookable. for both GP and Nursing appointments. For URGENT on the day need we operate a triage system.

### Booking a routine appointment

1. To book a routine appointment, call the surgery weekdays on 01494 890 900, 8.30am-6pm (but not 1-2pm). We offer appointments with the surgery GPs and Nurses during those hours. We can also arrange appointments with other GPs and nurses weekdays 7.30-8.30am and 6-8pm, and 7:30am-8pm at weekends. At the moment NHS guidance says we can't book appointments online.
2. When you ring, the receptionist will ask if you would like a routine GP or routine Nurse appointment.
3. All routine GP appointments are initially by phone. You will be asked if you want to have the appointment with a particular GP and if you have a date or time in mind that would be convenient. You may have to wait a bit longer if you specify a particular GP or time.
4. The receptionist will then offer the next available telephone appointment which meets your request. They will ask you what number you want to be phoned on and give you a 1-hour time window when the GP will call you.
5. When you get an appointment, it is important to keep your phone beside you during the specified hour. If they can, the GP will try to reach you a second time if you don't answer straightaway. But if that fails, you will have to ring the surgery to reschedule.

### Having a GP phone appointment

6. When you speak to the GP, they will use their clinical expertise to decide whether a face-to-face (F2F) or another type of appointment is then needed. The GP will also take into account if you say you think you need a F2F appointment and discuss the best plan forward.


## Urgent need for an appointment

7. If you tell the receptionist that your problem cannot wait until the next routine appointment, she will ask a few questions about it so she can pass a message to the GP for a triage decision. She will also ask for your contact phone number. You do not have to answer the medical questions, but it may make it more difficult for the GP to prioritise your request and could delay you getting a call back from the practice. **The reception team never decide how urgent requests are dealt with – it is always one of the doctors.**
8. The practice will get back to you the same day. Unfortunately we can't specify a time in cases of urgent need, so please keep your phone beside you until you hear from us – it could be after 6pm. In cases where the GP decides you need a priority call-back, you will hear either from a GP or Nurse Practitioner. In other cases, a receptionist will ring to advise you what you should do.

## Alternatives to a GP or nurse appointment

9. Don't forget that many conditions don't need the attention of a GP – please see the diagram below.



	loneliness weight/diet addiction housing debt stress etc	refer yourself to a <b>social prescriber</b> or <b>health and wellbeing coach</b> <a href="#">here</a>
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