Information for Patients on the New GP Telephone Assessment Appointment System

- The new GP Telephone Assessment Appointment System is being implemented from 7 May 2019. This will be run daily by two doctors in the morning and afternoon. This new system will ensure that our patients can receive advice from the doctor on the day of their call and that the doctor's advice is never more than a few hours away.

- Phone lines will be open from 8.00 a.m. until 6.30 p.m. and patients can call on the usual surgery number (01462 453 232).   *Please note that the phone lines are closed each day from 12.45 p.m. to 1.45 p.m. to allow the team time to catch up on administrative work.*

- When the call is answered, you will be asked to briefly explain the reason for the appointment. You will be asked if this is a new / ongoing or personal problem. This will enable the doctor to determine the priority of the call back.

- All appointment requests will be placed on a telephone call back list, including patients who walk in to the practice to request an on the day appointment.

- Patients are also able to book online for a same day telephone call back.

- The triaging doctor will telephone patients on the list in order of priority and deal with the problem using a variety of different approaches. The doctor may be able to provide advice over the telephone, the patient may be asked to attend an appointment at the surgery with the most appropriate clinician or may be signposted to another provider i.e. the community pharmacy.

- Requests for appointments received before 12.00 p.m. will be placed on the a.m. call back list and calls received after 12.00 p.m. will be placed on the p.m. call back list. On the day appointments cannot be guaranteed after 5.30 p.m.

- If a patient requires a routine appointment for an ongoing problem, reception may check the patient record to see when the last consultation was and who the consultation was with. If appropriate, reception will book a routine appointment with the same clinician to ensure continuity of care