

The appointment system.

This leaflet is intended to demystify and explain how our appointment system works so that you can understand and navigate it effectively.

Surgery Opening Hours

Our surgery opening hours are Monday to Friday 8:30am to 6:00pm.

Appointment Types

We have several different types of appointments aimed at meeting the needs of the majority of patients:

- Telephone appointments. A telephone call can often be useful for both patients and doctors, e.g. for medical queries, discussion of results.
- Routine appointments. These can be booked up to four weeks in advance and are best suited to follow-up of continuing problems with a doctor of your choice.
- 48-hour access appointments. We aim to offer an appointment within two working days for patients with problems which are not urgent but need reasonably quick attention. These appointments are released at 8.30am. 50% of our appointments are available through 48-hour access. You may not necessarily see the doctor of your choice.
- Urgent (same day) appointments. These are intended for problems which need to be dealt with as a matter of medical urgency. Urgent in this sense means that you believe it cannot wait until the first available routine appointment. Please phone early in the day if you genuinely require one of these appointments and give a brief description to staff so that the person triaging can prioritise how urgently they require to call you back. Your needs will then be assessed over the phone and you will be appointed or appropriate advice given.
- Nurse appointments. Our nurses deal with a range of common problems, including monitoring long-term conditions such as Diabetes.
- Home visits. Given that a doctor can see three or four patients in surgery in the time it takes to do a single visit, home visits are restricted to patients who are genuinely unable to leave their homes.

- Late surgeries. These run Monday to Thursday with the last appointment at 6:15pm. If arriving after 6pm please knock the door as the surgery doors close at 6pm.

Making Appointments

There are several different ways to make an appointment:

- *In person.* We are happy to make appointments at the reception desk.
- *By phone.* This is still the most popular way of making an appointment, but our lines can sometimes be very busy depending on the time of day.
- *Online.* Routine and 48-hour access appointments can be made online, and this has the advantage of being able to access them even when the surgery is closed. Please speak to a receptionist, who will give you login details.

Late Arrivals

Patients arriving more than 10 mins late for an appointment will not be seen and be asked to reappoint. If up to 10 minutes late patients may have to wait until the end of the surgery to be seen.

In conclusion

Please understand that the reception and clinical staff are trying to meet the needs of thousands of patients, each of whom are important. Although our aim is to offer personal, person-centred care, pressure on GP practices means that sometimes we are stretched in terms of demand.

Varying practices do run different appointment systems; these are normally formed and evolved by demand and available resources. No one system is going to suit every patient.

Any future changes to our system will be reflected in an update of this document and posted to our website www.braidcraftmedicalcentre.co.uk