

# The Wycliffe Medical Practice New Appointment System

**Our appointment system is changing from 12 March 2018. This information sheet has been written by your Doctors to explain the new system to you.**

The new system is designed to give patients quicker access to health care advice.

In order to make sure you can see a Doctor when you need to, all patients will be spoken to by a GP before being offered a face to face appointment. Sometimes the Doctor will be able to deal with your problem without you coming to the surgery, but if you do need to be examined you will be given an appropriate appointment with a Doctor or Urgent Care Practitioner, usually on the day you call.

Sometimes, the Doctor will arrange for you to have some tests before you have your face to face appointment, making better use of that time.

If you need follow up appointments, these will generally be booked by the Doctor too.

Appointments for our Nursing Team can still be booked as normal directly with the Receptionist Team.

We have asked our Receptionist Team to ask you brief details of the reason for your call. Please do provide this information as it helps us to prioritise our call back to you and it will remain confidential. Also, please tell the Receptionist if there are any times you won't be able to take a call, for example if you need to pop out to take your children to school and we will endeavour to call at the more convenient time. When we call you back it will be from a withheld number, so please make sure it is possible to accept these calls on the number you provide.

We will only have a finite number of telephone call slots each day, and whilst we do try to provide a call back to every patient who requests one that day, if we do reach a maximum safe capacity for the day we will have to stop taking these requests. If you do call when we have reached safe capacity, our Receptionist Team will advise you of this. We suggest that you call back another day for routine issues. If your problem is urgent you could access care elsewhere - such as an Urgent Care Centre - see NHS choices for details of which services are available.

If you are unable to communicate by telephone please tell us this in advance so that we can provide you with appropriate care. For any patient, coming to the surgery rather than telephoning will not mean you are seen any quicker so please do not use this method.

If you book appointments online, you will also need to be spoken to by a GP before your face to face appointment can be arranged. Each day there will be some telephone slots for you to book into online, please ensure you provide brief details of your problem and a telephone number on which you can be contacted by the doctor.

All patients can still book appointments in advance. When speaking to the GP you can book your appointment at a mutually convenient date and time ahead. The Reception Team will not be able to book your appointment unless the GP has specifically instructed them to do this, so please do not ask them to. If you need to book ahead you will still have a call back from a Doctor first.

If you have a preference for which GP you see face to face please tell the Doctor who calls you and they will endeavour to accommodate your request.

If you want to know the results of a test a hospital consultant arranged for you, or you want to clarify something told to you at a hospital appointment, you need to speak to the hospital not your GP, so please do not call us with these queries. If you cannot get an answer for the department you have been referred to, please contact the hospital's Patient Information and Liaison Services; often referred to as PALS or PILS or Customer Services. The numbers of the local PALS can be found on our website.

If you wish to know the results of tests we have carried out or arranged for you, please call between 10am and 6pm Monday - Friday excluding bank holidays. Your Doctor will have reviewed the results and have left a message for the Receptionist Team to read to you.

If your Doctor or hospital consultant has signed you off work and you require your sick note to be extended, please give the details to the Receptionist who will ask your Doctor to provide a further sick note within 48 hours. Your Doctor may call you to discuss your ongoing problem.

If you want to order a repeat prescription please call 01455 200793 to leave a message for our Prescription Team. This is a 24 hours service but you can also call the same number between 11am and 1pm Monday to Friday to speak directly to a member of the Team.