

# **The Wycliffe Medical Practice Newsletter May-July 2018**

**Our appointment system is changing from 14 May 2018. This information sheet has been written by your Doctors to explain the new system to you.**

**We have listened to your feedback and taken your views into account. We hope that the revised system will provide you with more straight forward access to doctors' appointments, both face to face and by telephone. Please read this newsletter carefully so you know what has changed.**

**If you need to see a doctor please call 01455 553531 to book an appointment for that day. You will no longer have to speak to a GP first, unless you would find this helpful.**

**The doctors will continue to arrange their own follow up appointments at appropriate time scales.**

**When you call us, our Receptionist Team will continue to ask you brief details of the reason for your call, as this will enable them to book you with the most appropriate team member, and to offer you the option of a telephone appointment if this is more appropriate.**

**We will continue to have a number of telephone appointments available as our patients have found these very useful when they want medication and other advice or do not feel they need to be examined by a doctor.**

**Please note that it is not possible for us to provide an unlimited number of appointments, so there will be times when we reach a Maximum Safe Capacity for that day and are unable to deal with any further 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.**

In order that our limited supply of appointments is used for the benefit of as many of our patients as possible, please read the following advice:

- 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 to your GP - so please do not call us with these queries. If you cannot get an answer from 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 hour 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. Alternatively you can order repeat prescriptions online.
- If you or the person you are calling about is housebound, either ongoing or as a result of their current problem, you can request a home visit. A doctor will call you back to discuss the problem as it may be more appropriate for them to send the Acute Visiting Service to you. Please note all home visits must be requested by 10am Monday - Friday.