

IMPORTANT – OUR APPOINTMENT SYSTEM IS CHANGING ON 4 MARCH 2013

NESTON MEDICAL CENTRE

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Our appointment system is changing to improve our service.

In response to feedback from our patients, we are introducing a new system in the practice. Every patient who contacts the Practice for a GP appointment will be advised that the GP will contact them by telephone first.

You call the surgery in exactly the same way – but no need to rush at 8am.

When you call us in the normal way, our reception staff will take your name and make sure they have your correct telephone number (you can give a mobile if you wish).

What happens when the doctor calls?

The doctor will ring you and discuss the problem with you and work out what to do next. You may want advice, or a prescription, or you may need to come in. The doctor will arrange an appointment if you need to be seen. Usually this will be the same day, but you can ask for a later day if you wish.

How soon will the doctor call?

Most calls will be on the same day, so we would ask you to stay in or with your phone until the doctor calls. If you are at work and need to speak at a particular time, please tell the receptionist.

Do I need to phone early or queue up outside at 8am?

No, the service is exactly the same whatever time you call. One of the main reasons for changing our system is to stop the rush at the start of the day, when patients complain they cannot get through on the phone.

Will there be any pre-bookable appointments?

Yes but you will need to speak to the doctor first. Together you will discuss what would be best and if you agree that a face to face consultation is appropriate, then the doctor will arrange that for you.

How does this help patients?

It cuts down the wait to see a doctor. It saves the frustration of not getting through. It avoids wasted time coming in to the surgery when you don't need to.

Already, over 400,000 patients enjoy this new system with doctors all around the country. More information is available on the website www.patient-access.org.uk/11/easy-to-see-your-doctor