

# New appointment system

## Please note:

We are introducing a new way of responding to requests for on the day appointments:

**From Thursday 3rd November anyone** who needs to see a doctor on the same day will be put onto a list for the doctor to call back.

The doctor will then telephone the patient and discuss the problem. They will then either deal with the problem on the phone, book them into an appointment later in the day or ask the patient to make a regular appointment.

We believe the benefits of this will be:

- a more convenient service to patients, as not everyone will need to come to the surgery
- better access to GPs
- more efficient use of doctor time.
- more appropriate use of same day appointments

If you think you need to see a doctor **on the same day** please call reception between 08.00 and 09.00.

Anyone wishing to book a routine appointment will still be able to do so.