

Appointments

Ring 01244377880 to make an appointment



Missed Appointments

Did you know that missed GP appointments cost the NHS roughly £216 million every year? (Source - BBC News) If you decide you do not need an appointment you've booked, please let us know so that we may offer the slot to another patient.

Monday to Friday 8.00—18.30

The surgery opens at 08:00 Monday to Friday and patients are seen largely by appointment. Patients are able to book routine appointments up to two weeks in advance,

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either in person, by telephone or via the website.

Some appointments are also released on the day and 48 hours in advance in line with Dept of Health guidelines.

The telephone is often busy early in the morning, therefore if your call is routine, please ring later in the day.



eConsult

We have introduced a new service that allows patients who are aged 18 and over and registered at the practice to consult with a GP electronically and offers alternatives to calling

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or coming into the surgery for common, more minor problems.

Extended Hours

We can now offer all patients the opportunity to book a routine appointment at various venues outside of the usual GP practice opening hours.

The appointment line is open Monday to Friday between 8.00am and 6.00pm.

Appointment times are: Monday to Friday, 6.30pm - 8.00pm and Saturdays between 10.00am and 12.00noon.

Please contact the extended hours appointment service on 0300 123 7740 Option 3.

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Visit Requests

You should always try and attend surgery if at all possible rather than request a home visit as these should be reserved for the seriously ill. If you are requesting a home visit try to put this request in by 10am.

Prescription Queries

If you have any queries regarding your prescription medicines they should be directed to our Medicines Manager Miriam Ebo. Her contact number is **01244 382238**. An example of prescription enquires that can be dealt with are: -

- "The hospital has changed my treatment."

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- "Can I have an extra prescription as I am going away on holiday?"
- "The quantities on my prescription are wrong."
- "I no longer take one of the medicines on my prescription. How do I alter it?"

Booking an Appointment with a Nurse

Appointments with the practice nurse are bookable up to two weeks in advance.

Appointments dealt with by the practice nurses include:

- Travel vaccine advice
- Routine cervical smears
- Ear syringing/wax removal
- Chronic disease management

Administrative Queries

Often best dealt with via a telephone consultation with a doctor and will save you

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having to attend the surgery. This may include:-

- If you want to continue a sick note
- If you wish to discuss matters such as filling in various forms including holiday cancellation, passport applications etc.

You may be required to make an appointment, which can be arranged for you.

Doctor Consultations

We have both telephone and surgery consultations. Some matters may be more appropriately dealt with over the telephone. This does not apply if you are likely to require an examination. It is important that we try to be as efficient as possible. Please remember that if you have several problems to discuss, or your problem is complex, you may require a longer appointment.

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PLEASE NOTE APPOINTMENT TIMES ARE TEN MINUTES LONG

Providing as much information as possible to the reception staff will enable us to allocate the right appointment for your needs and make the surgery more efficient.

Other examples of problems requiring longer appointments are:-

- Gynaecological problems i.e. smears, ring pessary changes etc.
- Travel vaccinations/advice with the nurse

Mondays and Tuesdays are our busiest days and demand for appointments on these days is very high.

If your appointment is of a routine nature please try and avoid booking an appointment

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on these days if at all possible. We aim to accommodate all requests for appointments within 24 hours, but at times of excessive demand this may not be possible. We hope that you will understand and appreciate this.



**The NHS
non-emergency
number**

Get help online or on the phone

To get help from NHS 111, you can:

- go to 111.nhs.uk (for people aged 5 and over only)
- call 111

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NHS 111 is available 24 hours a day, 7 days a week.