

*****NEW APPOINTMENT SYSTEM*****

Our appointment system is changing from 4th June 2018. This information sheet explains the new system to you.

We have been aware for some time that our appointment system does not work to its full potential. We have had an increase in list size, complex care patients, DNAs and waiting times. We feel the system needs to be looked at and reviewed to hopefully meet the requirements for all our practice community.

We have therefore decided to trial a new system which hopefully means that we can deal with daily need on a daily basis:

Same-day appointments

(All our morning appointments are empty to be booked that day)

Quite simply this means that if you need to see a doctor you should **make an appointment on the day that you wish to be seen**. This could be for a routine matter or for an urgent problem. Doors and Telephone lines (**0116 277 1666**) open at 8.00 am. The nearer to 8.00am that you can call or attend, will help us to offer you an appointment with the doctor of your choice.

There are a finite number of appointments that we can offer, once these are gone you will be asked to call the next day or pre-book an appointment.

Urgent appointments

(Emergency for the day, will be seen as an extra)

Since most appointments are offered on a same-day basis, you can normally see a doctor reasonably quickly if you have an urgent problem. If all the appointments have been taken on any day and you are genuinely unwell and cannot wait until the next day, you will be offered an appointment but not a choice of doctor.

Booking in advance

(Book on Monday for the following Monday, Tuesday for the following Tuesday etc.)

We realise that some patients need to be able to plan for time off work or to make transport arrangements. A limited number of routine appointments may be booked up to a week in advance. These become available at 10.00am every day and we advise you to call around this time so that we can offer you a convenient appointment. Please note that we still offer pre-bookable early morning appointments on a Thursday, starting at 07.30am. By calling after 10.00am this means that the pressure on telephone lines for same day/urgent appointments is reduced. Please also call after 10.00am for appointments for the nurses, midwives, blood clinics etc.

There will be a period of adjustment due to patients already being booked in up to 4 weeks ahead, this may cause some teething problems but please bear with us.

If the new system does not prove to work in the way we envisage it may mean that we may revert to the old system. We would also welcome any comments/suggestions on the new system. Without feedback we cannot gain an insight into the changes we have made.

Doctor Clinic Days

Doctor	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Jan	Not Holding Clinics	Holding Clinics	Holding Clinics	Holding Clinics	Holding Clinics
Dr Akram	Holding Clinics	Not Holding Clinics	Holding Clinics	Holding Clinics	Holding Clinics
Dr Chauhan	Holding Clinics	Holding Clinics	Holding Clinics	Holding Clinics	Not Holding Clinics
Dr Casson	Holding Clinics	Holding Clinics	Holding Clinics	Holding Clinics	Not Holding Clinics
Dr Harrison	Not Holding Clinics	Holding Clinics	Holding Clinics	Not Holding Clinics	Holding Clinics