

Booking Appointments

With the usual busy winter season heading fast in our direction, here's a reminder about how our GP appointment system works:



We only have a fixed number of appointments to offer and have to ensure that our patients get the appointments they need rather than want. Our receptionists have been carefully trained by the doctors here to ask questions about what you need. Please help them to help you by answering their questions as more often than not, they will be able to find you the soonest appointment. You can politely decline however if it is highly personal.

Non Urgent GP Appointments:

Most non-urgent matters can wait until the next available non-urgent appointment which can weeks ahead, **but** if you feel it cannot wait until the first available non-urgent appointment then you can ask to be put onto the triage list to speak to the on call doctor that day. He/she will decide upon the most appropriate appointment for your issue. The on call doctor's decision is final however and is based on medical need, not convenience.

Urgent GP Appointments:

Please be aware that we do not offer a walk in service. Urgent on the day requests must be made by phone. If you walk in, you will be asked to return home and await a call from the on call doctor.

If you feel that your issue is urgent enough to need to be seen on the same day, you can again ask to go onto the daily triage list and the on call doctor will call you back, usually within an hour. If the doctor agrees it is urgent, you will usually get an appointment a few hours later. If it can wait an appropriate appointment will be found for you on another day, but within a timescale suitable for your medical need.

Home Visit Requests:

If you're unable to get to the surgery because you are housebound, you can call to arrange a home visit. But remember, such visits are for medical, not social or personal reasons. Lack of transport is **not** an acceptable reason for a visit request and children can always be brought to the surgery. Home visit requests **must** be made before 12.00 midday but preferably as early as possible. Requests after midday are unlikely to be possible due to existing doctors' clinics.

IT IS ALWAYS BETTER TO BE SEEN IN A FULLY EQUIPED GP SURGERY WITH PROPER LIGHTING, EXAMINATION EQUIPMENT AND ACCESS TO TESTS.

Patient Participation Group

This month the patient participation group will be meeting on Thursday October 19th at 6.30pm at the Great Bentley village hall.

Richard P Miller
Practice Manager