

IMPORTANT INFORMATION

Patient Information Sheet

Changes to our Appointment System

Due to the increase in demand and the national shortage of GPs, we are changing the way we run our appointment system.

With effect from 1 July 2019 we will run a different same day care provision. Any patient contacting the surgery before 10:30am needing same day medical attention will be offered either a telephone call or a face to face review.

- In order for the Receptionist to direct you to the most appropriate Clinician you will be asked for a brief indication of the problem. (This information is strictly confidential and will help the Receptionist to help you.)
- If you are offered a telephone call a Clinician will call you. If you are offered a face to face review you will be advised by the Receptionist to come to a 'sit and wait' clinic at a specific time.
- There are three clinics running throughout the morning. Depending on how busy the clinic is there may be a long wait.
- You will be seen by an Advanced Care Practitioner (ACP) in the first instance. If a GP is needed, the ACP will invite the GP in to review your problem.
- If you contact the surgery after 10:30am you will be offered a telephone call from a clinician. You will be called by either a GP or an ACP. The clinician will make a clinical decision on how best to proceed with your care.

We may choose to tweak some of these details once this system has been introduced, any amendments will be displayed in reception and on our website.

Thank you for your continued cooperation and support

Beechtree Surgery

