

NEW APPOINTMENT SYSTEM

from **Monday 9 September 2019**

*In response to feedback from patients,
as from 9 September 2019 we will be operating a new appointment system.*

The 10am sit and wait surgery will STOP

How do I make an appointment?

You can book appointments on line, more appointments available now to book on line.

You can phone in to book an appointment on the day.

*Appointments will be released at **8am***

*and **emergency** appointments **only** at 2pm each day.*



Can I pre-book?

There will be some pre-bookable appointments that you can book up to

2-weeks in advance. Online early access, available up to a month in advance.

Can I still come down at 10 am for the Sit and Wait?

NO. *The sit and wait surgery is finishing.*

If you need an appointment to see a doctor you need to phone or call in at 8.00 am or book on line.

What happens when all the appointments have gone?

Let the receptionist know what the problem is and we will signpost you appropriately.

We have other appointments available most days at GP+ in the City Centre and there are other health professionals available such as the pharmacist and an advanced nurse practitioner.

There will be some slots available for urgent requests that the GP will be able to book you into. These are for emergency appointments only.

Feedback

We would welcome your constructive feedback on the new system so that we can make improvements as we go.