

CHERTSEY HEALTH CENTRE NEW APPOINTMENT BOOKING SYSTEM



**FROM TUESDAY 2nd APRIL APPOINTMENTS
WILL BE ABLE TO BE BOOKED IN THE
FOLLOWING WAYS**

IF YOU WANT TO SEE A DOCTOR THAT DAY

The receptionist will take your details and ask the Duty Doctor to phone you back. If you turn up in person for an on the day appointment you will need to be able to take a call from the Duty Doctor.

The receptionist will ask for some details of the problem you have phoned about. This allows the Duty Doctor to see on the computer screen when there is a call that should be made as a priority e.g. a sick child or someone with chest pain.

If you do not want to discuss your problem with the receptionist that is perfectly acceptable; they will take your details and ask the doctor to phone you in the usual way.

The Duty Doctor will then phone you back within the hour (or more quickly) take a history of your problem and arrange the appropriate appointment or treatment.

For some cases face to face is not necessary. We also do believe that it is not appropriate for a receptionist to assess the urgency of a problem. Our research has shown us that the best way forward to provide a safe, responsive appointment system was to move to **Telephone Triage**.

Telephone Triage by a Doctor has many advantages for our patients

- Easy, fast access to a Doctor on the phone
- Patients are not just offered appointments 2 weeks in the future by a receptionist-their needs are assessed quickly and expertly by the Duty Doctor and they are usually seen that day or later in the week by arrangement with the Duty Doctor
- The history is taken over the phone by the Duty Doctor, this means that at the actual appointment more time is available to discuss and deal with the patients' needs than if a full history had to be taken in the 10 minute slot
- Patients who are genuinely ill can be seen that morning or afternoon as they will have been prioritised by the Doctor. Sometimes patients can be reassured and seen at a later agreed time.
- Patients who have minor problems or queries can often be dealt with by a phone-call
- Patients who work all day do not have to take time off work to visit the surgery to discuss a problem that could have been dealt with over the phone

- In some cases the Doctor may refer you to a nurse practitioner for treatments
- The system minimises the time Doctors are tied up in surgery seeing minor problems and maximises their availability to be able to deal with the acutely unwell patient and for seeing their regular patients.
- It allows the practice the capability to deal with patients with sudden or acute problems who need to be seen urgently

IF YOU WANT TO BOOK AN APPOINTMENT IN ADVANCE

The appointment books are made up 4 weeks in advance so if you want a routine appointment with a doctor of your choice you can either book on-line or by telephoning the surgery.

48 HOUR ACCESS APPOINTMENTS

We have a certain amount of appointments which are available to book from 2pm each day to see a doctor in 2 days' time. These are routine 10 minutes appointments. They are limited so will be booked on a first come first served basis and we cannot guarantee the doctor of your choice but we will of course always try to book you with your preferred Doctor.

TELEPHONE APPOINTMENT

All doctors have an allocate amount of telephone appointments for their patients to discuss on-going problems, test results, etc. These need to be booked in advance and the Doctor will call you back.

Please contact reception on 01932 561199 or 01932 01932 565655 for further information.