



### **Same Day GP assessment appointment system**

**From Monday 5<sup>th</sup> October 2020** there will be no pre-bookable appointments with the doctors. Instead **all appointments** will be bookable on the day.

We are making these changes for the following reasons:-

- Improve continuity of care (being able to contact your usual/preferred GP either for acute or ongoing care)
- Improve access to routine GP telephone appointments
- Help patients gain the most appropriate advice and assistance
- Manage the change from predominantly face-to-face consulting prior to COVID-19 to remote/telephone/video consulting

If you need to speak to a GP or think you may need to be seen by a GP from Monday 5<sup>th</sup> October (for either a non-urgent routine matter or follow-up of an existing health problem), please phone the surgery and speak to a receptionist or use the e-consult option on our website. For urgent clinical queries please phone the surgery.

GP appointments will be available each morning and afternoon, if you prefer to speak to your usual GP or a specific GP please ring on a day that particular GP works. You can see when each GP works on our website.

The GP will phone you at some point during the morning (0830-1200) or afternoon (1400-1800) session. Please ensure you provide a contact number that you will be available on during that time.

If a face-to-face consultation is required, the GP you speak to will book that directly and arrange for you to be seen.

If you think a home visit may be required as you are unable to travel to the surgery please ring as early as possible in the day to discuss with a GP.