

New Appointment System

Autumn 2019

***New appointment
system starting
7th October 2019.***

We realise that our previous appointment system hasn't been working for our patients or the doctors. It was becoming increasingly difficult for you to get appointments, and we lost the continuity which improves your medical care.

In June we surveyed our patients to ask them about the kind of service they would like to see offered and using this information we have created a new appointment system.

Routine Appointments.

Starting 2nd September 2019 in Sandiway and the 7th October at Danebridge and Kingsmead; we will be offering more **pre-bookable appointments** available to book 14 days and 3 days in advance, as well as more **telephone consultations** and **online appointments** with a doctor of your choice.

At Kingsmead and Sandiway there will no longer be appointments available on the day unless there are cancellations.

Urgent Appointments.

To replace the book on the day appointments there will be an Urgent, on-the-day, service available at Danebridge Medical Center.

This will comprise of:

Sit and Wait Clinic

Every morning, from 9am until 12pm, a team of doctors and nurses will run a sit and wait clinic. This will provide a medical appointment for a single, urgent medical problem. As this is run by a team of clinicians, unfortunately you will not be able to specify which doctor you would like to see.

Telephone Advice Line.

We will continue to offer urgent on the day, telephone advice from a doctor or nurse from 8.30 until 6.30pm.

We believe this new appointment system will provide a safe and effective service to all our 24,000 patients.

We thank you for your patience, understanding and support while we roll out this new service. If you have any further questions, please ask at reception.