

Appointments

Written by Administrator

Friday, 26 October 2012 14:27 - Last Updated Thursday, 26 March 2020 08:16

Due to the ongoing situation with Coronavirus, we are taking measures in line with guidance shared by NHS England and Public Health authorities to minimise risks associated with the virus.

In order to protect our patients and staff and we are asking our patients support with this.

Appointments:

Telephone: 01283 565200

We are asking all patients not to attend the practice without prior agreement from a member of our clinical team. We want to minimise the number of patients attending the Practice for face to face appointments. This means that all patients are required to contact the practice by telephone to request an appointment, providing details of their need. A member of the clinical team will then phone you back to discuss your need, and wherever possible this need will be met over the telephone. If the clinician deems that you require a face to face appointment, you will be asked some screening questions to determine whether there is a need for a coronavirus assessment. If this is the case you will be asked to self-isolate for 7 days. If there is no risk you will be given a face to face appointment.

Access to the Surgery

Access to the building will be restricted to the patients who have been invited for an appointment by a Clinician, with anyone who accompanies the patient, such as a parent; carer; spouse; child to the appointment will also be screened

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General Information

Our telephone lines are open from 8:00am to make appointments.

The doctors consultation times are from 8:50am till 11:30am for the morning surgery, and 3:10pm till 5:50pm for the afternoon surgery. The appointments slots are every ten minutes.

Appointments can be made over the telephone, in person or online via the Waiting Room, to make an appointment by telephone please telephone on the number above. For emergencies & home visits please see the link on the left hand side for more information.



For your safety, and to ensure you are directed to the best person to help you, our reception team have been trained to ask for specific information. All our receptionists are bound by strict confidentiality rules. Please help us to help you.

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Drop in Clinic

Every weekday Monday to Friday we run a clinic called the "Drop in Clinic". There will be no pre-booked appointments in these clinics. You will need to arrive promptly between 14.30 and 15.30 Monday to Friday, and you will be seen by whichever doctor is available. The appointments in these clinics will be short and will be for **one problem only**. The doctor will give priority to emergencies. Therefore, your wait may increase significantly at peak times.

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About Our Appointment System

Our appointments are partly pre-bookable, we are able to pre-book 5 appointments each day with each Doctor and the remaining appointments are released on the day concerned at these times: 8:00am for the morning surgery 2:00pm for the afternoon surgery You can pre book appointments up to two months in advance with either the Doctor or the Nurse.

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Telephone Consultations

If you think your problem could be resolved over the phone then you can book a telephone consultation with one of the Doctors. We only do these in the morning and you need to book the phone call before 10.00am. The Doctor will call you back on your mobile but please make sure that you have your phone with you as they can be very busy and do not have time to keep trying to get through to you. Telephone consultations in the afternoon are for emergencies ONLY as it means taking the Doctor out of his/her surgery to talk to you.

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Appointment Lengths

The allocated length of an appointment is 10 minutes. However, if you think you will need more than 10 minutes for an appointment please ask for a longer appointment. If you require more than one member of the family to see the doctor or nurse, please inform the receptionist. One appointment is for one person only.

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Blood Tests

If you require a blood test you can contact either Hill Street Health & Wellbeing Centre, on 492860, or attend queens hospital between 9-4:30 Mon - Fri (no appointment required) .

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Late Policy

Please attend your appointment on time, if you are over 5 minutes late you will be asked to rebook. It is unfair on the patients who are booked after you to be seen late Please do not blame the receptionist they are only carrying out the Doctors instructions.

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Telephone System

When you telephone the surgery you will hear a recorded message, Please listen carefully and follow the instructions on which number to press on your telephone keypad.

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Extra Hours

Appointments are available most Saturday mornings, these are for advanced Pre-booked appointments only. Patients who arrive at the surgery without an appointment expecting to be seen will be directed to the Out of Hours Service. We also offer early morning appointments, please contact the surgery for further details.

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