

AELFGAR SURGERY

PATIENT INFORMATION New Appointment System

Why are we changing the appointment system?

After receiving disappointing results from the patient survey we have decided to reconfigure the appointment system to try and accommodate patients needs more effectively.

What are we changing?

We are increasing the amount and variety of appointments we offer.

When will the changes take place?

Week beginning 10th January 2011.

What are the changes?

You will now be able to book,

- A pre-bookable appointment up to 1 month in advance with a doctor of your choice.
- A same day appointment with a duty doctor.
- A pre-bookable workers appointment up to 1 month in advance.
- A same day workers appointment.
- A pre-bookable triage slot up to 1 month in advance to discuss test results/fit notes.
- A same day triage slot for emergencies.
- A pre-bookable appointment with the Practice Nurse or Health Care Assistant up to 1 month in advance.

How do I book?

Pre-bookable appointment– You can ring or pop into the surgery to book an appointment between 8.00am– 6.00pm. You can also book on line once you have registered for internet booking.

Pre-bookable appointments can be booked up to 1 month in advance and will not be for that day

Same day appointment– You need to ring or pop into the surgery at 8.30am on the day you want to be seen.