

# **ST GILES SURGERY**

**Drs E Begley, M Pandey & S Hussain**

## Information for Patients

### **Our Appointment System**

#### **Bookable Appointments in advance**

We are offering an increased amount of pre-bookable routine appointments up to 4 weeks in advance. The system will release 2/3 of our appointments in advance and 1/3 would be available to book on the day.

The pre-bookable appointments are suitable for routine reviews and non-emergencies. They can be booked up to 4 weeks in advance and we will endeavour to offer you an appointment with the doctor of your choice (subject to availability). If your preferred GP is full you will be offered the next available pre-bookable appointment. These appointments will be bookable from 8am until 18:30pm either by telephoning the surgery or online booking. It would be helpful if you could ring after 09:30am for routine and non-emergency appointments.

#### **Same Day Appointments released in the morning and in the afternoon.**

The 'same day' appointments will be opened for the doctors only from 8am on the day. They would be appropriate to see patients who become ill on the day or any medical reasons that need urgent clinical attention. You may not have an option of who you see and these appointments could take longer than expected.

**We will continue on having an 'on call' doctor on a daily basis for acute medical emergencies and home visits.**

**Telephone consultations are available as prebooked or on the same day.**

# ST GILES SURGERY

## Drs E Begley, M Pandey & S Hussain

### **FREQUENTLY ASKED QUESTIONS**

#### ***What do I do if I have a medical emergency?***

If you have, or think you have, a life-threatening emergency (e.g. severe chest pain, difficulty in breathing or suspected stroke) dial 999

#### ***Can I book routine appointments in advance?***

You can, and should book appointments in advance. Call, preferably after 9:30am, or book online or in person at the surgery. You can also make appointments, cancel appointments and order repeat prescriptions online, via your home computer or smartphone. Please ask at reception for a password to do this.

#### ***Can I ask for telephone advice to save my time?***

Yes. Please let the receptionist know. During your call with the Doctor, they will ask questions to help them make a decision about whether you need to be seen in person or not. If the Doctor or Nurse needs to examine you, you will be asked to come to the surgery for an appointment. If there is no appointment at the surgery you will be offered one at our extended access surgery at the Lister Health Centre.

#### ***Which Clinician do I talk to?***

You can ask for a doctor or nurse by name, but sometimes only a duty doctor will be available. We have a rota system in place.

#### ***Will I be seen more quickly if I come into the surgery?***

Unless your problem is a serious, life-threatening emergency, you will not be seen more quickly if you come into the surgery to make an appointment. Therefore, if you can phone or book online for an appointment it will usually be more convenient for you.

#### ***Can I still telephone to request a home visit?***

There is no change to arrangements for home visits. When you request a home visit the receptionist will pass your request to the Doctor. The Doctor may ring you to discuss what is wrong. If the Doctor thinks that you need to be seen at home they will arrange this.

#### ***I'm not comfortable telling the receptionist what is wrong, do I have to?***

Knowing a little bit about your health problem helps medical staff at the surgery to ensure that those people with urgent problems are seen more quickly and to ensure that you see the right person to help you. You don't have to give the receptionist lots of detail, just a few words is usually enough.

#### ***If I can't get through to the surgery first thing in the morning - what will happen?***

Calls can be made any time of the day to arrange appointments; we release many prebookable appointments so we hope that this will reduce the need for early morning calls. You can go online to book your appointment

***Thank you for your continued support.***