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The High Street Practice  
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Dear patient,

We are writing to inform you of our various appointment systems as we feel that many of our patients are unaware these.

**The Practice offers the following Doctors appointments:**

- Walk-in clinics are held on Monday and Friday mornings between 8.30am and 10.00am. There is no need to make an appointment just arrive before 10am and give your name at reception. These are 5 minute appointments, which are for one problem and emergencies only. Waiting times will vary according to demand. Please note that we can't guarantee that you will see the GP of your choice
- Telephone Triage is available on Tuesday, Wednesday and Thursday Morning's between 8.30am and 9.00am. These can be used for urgent and non urgent medical problems. The Dr will discuss your problem over the phone, if they feel you need to be seen they will ask you to come in or book an appointment for you. You can call between 8.30am and 9.00am, where the receptionist will take your number and a Doctor will call you back either before 9.00am or after 12.00pm.
- Every Monday's we have a late night clinic, which runs from 6.30pm to 9.00pm. These are 10 minutes booked appointments.
- 10 minutes booked appointments daily except on Monday and Friday Mornings. These are for routine or non urgent medical problems and we will do our best to give an appointment within 48 hours. The morning availability is from 9.00am to 11.00am and the afternoon availability is from 4.00pm-6.00pm but some clinics may run from 2.00pm to 4.00pm or 3.00pm to 5.00pm
- There are emergency appointments available on the day.
- If you are too ill to attend the surgery and require a home visit, please telephone the surgery before 10am with details of your problem. A doctor will then contact you after surgery.

Patients are advised to use the 10 minute book able appointments for chronic or on-going medical problems as the walk-in clinic may not be sufficient to discuss these matters.

When making an appointment please make a separate appointment for each person.

**Nurses appointments:**

Practice nurse appointments are 15 minutes booked appointments. We do not have emergency nurses appointments but will do are best to see you on the day if it is an emergency.

**Ways of making an appointment for the nurse or Doctor:**

- In person
- On the phone
- Online. Please ask reception for a registration sheet.

**Emergency appointment policy:**

- It is routine for the receptionist to ask the reason for the emergency appointment so we can make the Dr's aware of the emergency at hand.
- Children and pregnant women will be seen on the day if it is an emergency.
- Urgent cases will be seen the same day by whichever Doctor is available.

If you are unable to keep your appointment please let us know as soon as possible so that we can offer it to others who may need it urgently.

Thank you for your co-operation.

Your's sincerely,

The High Street Practice