



Securing Improving Access appointments for your patients

- Ask patient to ring Devon Doctors IA line on 01392 822354; this number will be available from 8am to 6.30pm between Monday and Friday and from 8am to 1pm over weekends and bank holidays.
- When the patient calls Devon Doctors, we will seek to identify a suitable appointment slot and, assuming this is possible, make the necessary arrangements.
- We will confirm the requisite details with the patient, eg appointment time and date, location of treatment centre, provision for parking. In addition, we will also explain the mechanism, ie call Devon Doctors IA line on 01392 822354, should the patient need to cancel / postpone their appointment.
- If it is necessary to refer a patient back to their own GP for urgent action, Devon Doctors will contact their surgery within 24 / 48 hours*.
- Otherwise, Devon Doctors will routinely supply the patient's practice with a Post Event Message [PEM], detailing any routine action required, within 24 hours of their appointment.

**Devon Doctors will call the patient's surgery within 24 hours if they are seen between Monday and Thursday, while we will contact the surgery of those seen between Friday and Sunday on Monday.*

CALL 01392 822354

Alternatively email projects@ddooh.nhs.net with any queries