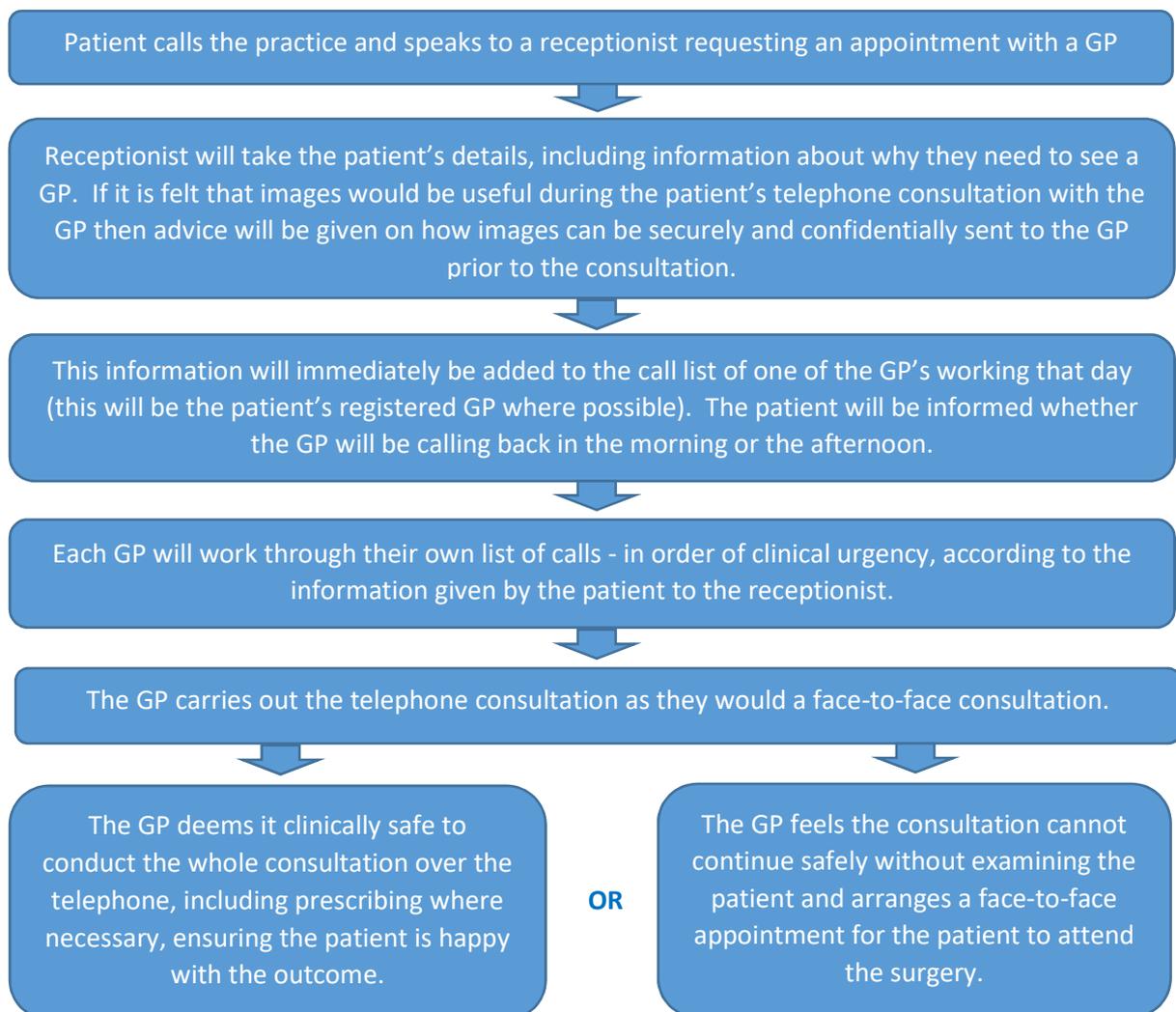


## How to make a GP appointment at Arlington Road

We would like to start by thanking you for your understanding and co-operation over the past year as we have continued to provide care for our patients, albeit in a way that has taken a lot of adjustment for patients, clinicians and admin staff alike. It has been and continues to be a challenge. Remembering that we are all in this together has been key for everyone in coping with and tolerating the changes and obstacles that stand in the way of our everyday life.

We would like to ensure that all of our patients know how to access a GP appointment, and allay any perception that General Practice is not 'open'.

Whilst it is true that patients cannot directly book a face-to-face GP appointment with our receptionists this does NOT mean that face-to-face appointments are not available. Every request for an appointment has been, and will continue to be, triaged first by a GP. This has proven to be the safest and fairest way to manage patient demand and our workload on a daily basis. The flow chart below will hopefully help you understand how this process works.



We do understand your frustrations and we are constantly striving to offer the best and safest service we can. Please treat our staff with respect, they have all done an amazing job over the past year supporting you, your family and friends in incredibly difficult circumstances.

We operate a Zero Tolerance policy here at the Practice and incidences of rude, disrespectful and abusive behaviour towards our staff are taken seriously. Remember, we are all in this together.