
Bridge Surgery Newsletter May 2012



Our Appointment System

Did you know that Bridge Surgery is one of the largest surgeries in Burton and is responsible for the care of 10,100 patients? In an average week the Doctors and Practice Nurses conduct in excess of 1000 consultations.

Appointments can be made by telephoning (01283) 563451 and selecting option '1' or by personal call at reception. Our current appointment system offers a mixture of '**on the day**' and '**pre-bookable**' appointments. The doctors usually have two surgeries a day (morning and afternoon) with 16 appointment slots in each one. Depending on the day of the week, between 7 and 11 of the 16 slots are 'pre-bookable' – available to book in advance. The remaining slots (between 5 and 9) are 'on the day' slots - available for patients to book who ring in on the day. A standard doctor's appointment is 10 minutes long and is for one patient and one problem.

Pre-bookable Appointments

Pre-bookable appointments are available to book at least six weeks, and up to ten weeks, in advance. We now have a late appointment each day with each doctor on duty that can be booked in advance. **If you prefer to see a particular doctor please book in advance.** It is easier to provide you with an appointment if you have no preference for the doctor you wish to see.

'On the day' Appointments

'On the day' appointments are limited and primarily intended for patients who wish to see a doctor more urgently i.e. on that day. We are trying to vary the times that these slots are available within each surgery to meet patient's preferences. **Please note that a particular doctor cannot be guaranteed for 'on the day' appointments.**

'On the day' appointments are held back and released automatically by the computer at 8.00 for the morning appointments and 11.00 for the afternoon appointments. We do appreciate that the telephone lines can be very busy at these times, as highlighted in our recent practice survey. We are looking at various ways of reducing the number of telephone calls coming into the surgery, and hope to be able to offer patients the facility to book appointments via the internet in the future.

How you can help us

Please ring after 12 noon (Mon – Thurs) for test results and for other non-urgent queries and appointments to avoid congesting the phone lines at times when patients are ringing in to make 'on the day' appointments.

If the Doctor asks you to make an appointment to return to see them, please make it before you leave the surgery. Please do not ring for an 'on the day' appointment on the actual day the doctor wanted to see you.

Cancel your appointment if it is no longer required – you can also do this via www.bridgesurgery.net