

CROSS KEYS SURGERY

HOW TO BOOK AN APPOINTMENT

This leaflet will explain:

- **The system for booking an appointment**
- **Why we have this system**
- **How it will help you**

The System

Our appointment system is designed to be flexible to help meet the needs of our patients.

Routine appointments can be booked up to 6 weeks in advance and for more urgent problems on the day.

You can sign up to book appointments online, either in advance or on the day. Visit our website www.crosskeyspractice.co.uk to register. Alternatively, please ring the surgery on 01844 344488 from 8 am and speak to a receptionist.

Appointments are available Monday to Friday during both the morning and the afternoon. The surgery offers 7.5 hours of appointments per week outside of usual core hours (Mon-Fri 8-6.30). There are a mixture of appointments on early mornings from 7.20 am, late evenings from 6.30 pm and on certain Saturday mornings from 8.00 am until 12.00pm. Please telephone reception or use our online appointment system to book these appointments. These are a good option for working people with a routine problem.

If all the appointments for the day have been booked then you will be offered a telephone consultation with your own Doctor or the duty Doctor. They will arrange to see you if clinically necessary or may solve the problem over the telephone.

You may also be offered an appointment or telephone call with one of our nurse practitioners if appropriate. They are both able to prescribe and make onward referrals.

When you telephone to book your appointment the receptionists will ask for brief details of your problem. They are using a 'Signposting' system which was designed by our Doctors to help identify who can best meet the needs of the patient. That may be a Doctor or one of our highly qualified nurses.

Why we have the system

We have 14,000 patients and we need to try to make sure that our appointment system is accessible and meets the needs of our patients within an appropriate time frame, whilst using the resources that we have as effectively as possible. Our book-in-advance

appointments are designed to help those who know in advance when they need to see their GP. Eg: for ongoing conditions, medication reviews or non-urgent problems. Please help us by booking these appointments as far in advance as possible. If your GP asks you to book a follow up appointment please try to do this at reception on your way out.

How it will help you

By giving the receptionist as much information as possible we will be able to make sure that you see the right person the first time. Please do not be offended if the receptionist asks the reason for your appointment, she is only asking so that the right solution can be found. At all times, any information given to our staff will be treated in the strictest confidence.