

# 'CALL FIRST' APPOINTMENT SYSTEM

Bradford on Avon & Melksham Health Partnership Tel no. 01225 865200



## How to book an appointment with your Doctor

When you call the Health Centre to make an appointment, you will be asked the following questions:

- Is this a new or ongoing health issue
- A brief description of your symptoms (in confidence)

This will help the appointment staff manage your appointment effectively, as it might be more appropriate for you to see one of our Emergency Nurses.

If you need to make an appointment with your Doctor, the appointment staff will add your details to your chosen Doctor's telephone consultation list for that same day. The Doctor will then call you back as soon as possible.

When you receive your consultation call from your Doctor to discuss your health concerns, you will be given advice from your Doctor on what to do next. This could be :

- Advice on how to manage your condition
- You may need a prescription
- You may need to come in and see the Doctor that day

Please note, the appointment system for the Doctors is 'book on the day only' and no advance bookings are able to be made by the receptionist.

Appointments with the Practice Nurse Team will still be booked in advance and are not affected by this new appointment system.

## Which day is my preferred GP available?

Mornings	Mon	Tue	Wed	Thur	Fri
Dr Patrick	✓	✓			W
Dr Thorne	✓			✓	✓
Dr Wyatt	✓				✓
Dr Paterson	S		W		✓
Dr Crocker	✓				✓
Dr Parker			✓		✓
Dr Smith		✓	✓	✓	✓
Dr Salmon	✓		✓	✓	
Dr Davis	W	S			
Dr Parr				✓	
Dr Botley		W	✓		
Dr Rodgers		✓		W	
Dr Cash	✓		✓	✓	
Dr Cole		✓	✓		

- ✓ Indicates Doctor will be at Bradford on Avon Health Centre
- W Indicates Doctor will be at Winsley Health Centre
- S Indicates Doctor will be available at Bradford on Avon Health Centre during school holidays

Afternoons	Mon	Tue	Wed	Thur	Fri
Dr Patrick				✓	✓
Dr Thorne	✓			✓	✓
Dr Wyatt	✓	W		✓	✓
Dr Paterson			✓		
Dr Crocker	✓			✓	
Dr Parker			✓		
Dr Smith		✓	✓	W	
Dr Davis	✓	✓			✓
Dr Salmon	W		W		
Dr Parr	✓			✓	
Dr Botley		✓	✓		
Dr Rodgers	✓	✓			✓
Dr Cash					
Dr Cole		✓	✓		

**If you have a preferred Doctor, please ring on the day they are working.**

The Doctor will discuss the problem with you and work out what to do next. You may want advice, a prescription or you may need to come in and see the Doctor face to face, that day.

Any call made after 11am is likely to be returned in the afternoon. Once Doctor capacity is full you may be asked to call the Health Centre the following day, or on the next day your preferred Doctor is available, unless deemed an emergency.