

'CALL FIRST' APPOINTMENT SYSTEM

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



How to book an appointment with your doctor from Mon 6th NOVEMBER 2017

From Monday 6th November, we will be improving the way you book an appointment to see your GP.

When you call the Health Centre to make an appointment, you will now 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. 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 that any calls made after 11 am are likely to be booked in for a call back that afternoon.

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 Heffer/ Dr Gough	✓	✓		S	✓
Dr Patrick	✓			✓	W
Dr Thorne	✓				✓
Dr Devlin		✓			
Dr Paterson	S		W		✓
Dr Crocker	✓				✓
Dr Parker			✓		✓
Dr Smith		✓	✓	✓	✓
Dr Salmon	✓		✓	✓	
Dr Davis	W	S			
Dr Burch		✓	✓		
Dr Parr				✓	
Dr Botley		W	✓		
Dr Rodgers		✓		W	
Dr Cash	✓	✓	✓		

- ✓ 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 Heffer/ Dr Gough		W		✓	W
Dr Patrick				✓	✓
Dr Thorne	✓			✓	✓
Dr Devlin		✓			
Dr Paterson			✓		
Dr Crocker	✓			✓	
Dr Parker			✓		
Dr Smith		✓	✓	W	
Dr Davis	✓	✓			✓
Dr Salmon	W		W		
Dr Burch		✓	✓		
Dr Parr	✓			✓	
Dr Botley		✓	✓		
Dr Rodgers	✓	✓			✓
Dr Cash		✓			

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.