

BRADFORD ON AVON & MELKSHAM HEALTH PARTNERSHIP

'Call First' Appointment System

New appointment system starts on 6 November 2017

How will this benefit you, the patient?

- Patients will have contact with their named doctor on the day of their choice
- Patients will have contact with a duty doctor, if their doctor is not available, on the day of their choice if it is urgent
- DNA's (Did Not Attends) will virtually disappear
- Doctors are triaging their own patients
- Surgery staff will be available to support your journey through the system at the practice

FREQUENTLY ASKED QUESTIONS

Why is the surgery offering telephone appointments?

By offering telephone appointments and giving health advice this way, we can make sure you are able to speak to, or see, your preferred doctor (or a duty doctor if your health problem is urgent and your doctor is not available that day) or our very experienced Nurse Practitioners, on the day you choose to call to have your health concern dealt with.

A patient may not need to visit the surgery as advice on your health condition can be dealt with on the telephone by either the doctor or Nurse Practitioner. Only your doctor can now make an appointment for you to come in and see him/her and this may be the advice you need after a telephone consultation has taken place.

Why can't I book an appointment in advance with my doctor?

The new system does not require you to do this. If you need a face to face consultation with the doctor or with our Nurse Practitioners, this will be booked after their telephone consultation with you, this can be arranged for later that day.

If you need a follow-up within a few days, the doctor will book this appointment themselves.

If you are advised by the doctor to contact the surgery on a specific date, then you can ring on the day that the doctor advises to make a telephone consultation appointment.

How do I access my doctor of choice?

Please let the receptionist know if you wish to access a preferred doctor and if possible you will be added to that doctor's telephone appointment list.

As a busy practice our doctors run a multitude of non-routine clinics eg. Dementia, Well Woman, Child Health, Nursing Home etc., but if you would prefer to wait until your preferred doctor is available, rather than speak to another doctor that day, just let the receptionist know and they will make you aware when your preferred doctor is available.

For on-going symptoms that do not require urgent follow up, we would advise that you wait and speak to the doctor you previously consulted, where possible.

What if I do not wish to share brief details about the reason for my call with the receptionist?

Any information provided to our reception team is confidential, but we understand that some patients may not wish to share even the briefest details.

This will not prevent you from accessing your doctor. Just tell the receptionist that you do not wish to give this information and your name will be added to the doctor's call-back list. The only reason we ask for brief details is to assist the patient in being routed to the most appropriate clinician (this may be a Nurse Practitioner, Pharmacist or other health professionals), as well as allowing the doctor to prioritise calls for that day.

Are telephone appointments safe?

During your call with the doctor, he or she will ask questions to help them make a decision about whether you need to be seen in person or not. For example, if your doctor needs to look at something or examine you, you will be asked to come into the surgery for the appointment.

What happens if I miss my call back?

You will be given an approximate time for the call-back. If you miss this call, the doctor will try a second time. After this, any non-urgent requests will have to be booked back through the reception team.

What if the doctor doesn't offer me a face to face consultation but I am dissatisfied with this outcome?

If you are not happy with the type of appointment that is offered please let your doctor know during your consultation.

What if I am unable to attend a face to face consultation during normal opening hours?

The earliest face to face appointment available is 8.15am; the latest face to face appointment in the Bradford on Avon Health Centre is 5.50pm. The Health Centre also offers earlier and later appointments, outside of normal opening hours, some of which are bookable online, but they will be telephone consultations only.

Will I be seen quicker if I come into the surgery?

Unless your symptom is an emergency, you won't be seen more quickly if you come into the surgery to make an appointment. The receptionist will ask for your name and contact details, a brief description of the problem and you will be added to the doctor's telephone appointment list.

What do I do if I need an emergency appointment?

If it is a medical emergency you should call 999. If it is for a problem which is urgent and needs to be dealt with today please telephone your GP Surgery and tell the receptionist that your health problem is urgent. You will be booked in for a telephone appointment either with your preferred doctor if they are available on that day, or the duty doctor, if the doctor wishes to see you they will ask you to come to the GP Surgery.

What should I do if I have concerns about a skin lesion / mole / lumps?

We recognise that in a majority of cases the patient will need to be seen, so it is likely that your telephone consultation with a clinician will be brief and a time/date agreed with the doctor for a face to face consultation.

What if I am unable to take private calls at work?

If it is difficult to take a private call at work, you should explain to the receptionist and ask her to note a specific time for your call back. The only exception to the doctor not being able to call you at the agreed time would be if there was an emergency which they had to deal with.