

# 'CALL FIRST' APPOINTMENT SYSTEM

Bradford on Avon & Melksham Health Partnership Tel no. 01225 898490



## How to book an appointment with your doctor from Mon 6<sup>th</sup> NOVEMBER 2017

From Monday 6th November, we will be improving our appointments system and how you book an appointment to see your GP.

When you call the St Damian's 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.

## Which day is my preferred GP available?

### Mornings

	Mon	Tue	Wed	Thur	Fri
Dr Crocker					
Dr Parker	✓			✓	
Dr Davis					✓
Dr Burch	✓				
Dr Parr		✓	✓		
Dr Rodgers					✓

### Afternoons

	Mon	Tue	Wed	Thur	Fri
Dr Crocker		✓			✓
Dr Parker	✓			✓	
Dr Davis					
Dr Burch	✓				
Dr Parr			✓		
Dr Rodgers					

- ✓ Indicates doctor will be at St Damian's Surgery Melksham

**If you have a preferred doctor, please ring on a day when they are working.**

**Appointments with the Practice Nurse Team or planned clinics such as, Dementia, Diabetes, Minor Ops, Long Term Condition Clinics will still be booked in advance and are not affected by this new appointment system.**

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 St Damian's Surgery the following day, or on the next day your preferred doctor is available, unless deemed an emergency.

## Benefits of the Changes

- **No wait for appointments;** patients will have contact with a clinician on the day you call
- **Improved continuity;** patients will have contact with a clinician of their choice, unless they are not in and it's deemed urgent
- **Doctor capacity will increase;** due to DNA's (Did not attends) virtually disappearing
- **Doctors will triage their own patients.**