**OUR APPOINTMENT SYSTEM IS CHANGING FROM MONDAY 30th JULY 2018**

Owing to

* a continuing Full-Time GP VACANCY at the practice
* and in response to PATIENT CONCERNS REGARDING TELEPHONING AT 8AM FOR AN APPOINTMENT

we are making changes to ensure that we provide safe care to our patients

* We will no longer be providing pre-booked appointments with the GP
* You will not be restricted to phoning when the lines open at 8am for an appointment
* You will not be automatically given a face to face appointment with a GP

**From Monday 30th July 2018 we will ask patients to telephone the surgery BETWEEN 08:00 – 11:00 hours to request to speak to a GP on the day**

All requests to be seen will be reviewed. Where we identify that patient needs are better met by an alternative service, for example:

* Opticians for eye problems
* Dentists for dental problems
* Community Pharmacy for minor ailments
* NHS Choices Online – via [www.nhs.uk](http://www.nhs.uk) for useful information and resources on managing many minor, self limiting illnesses.

Patients will be advised by our reception team to utilise these services in the first instance

If it is appropriate for the practice to manage the problem, a message will be taken by our reception team and a GP at the practice will contact those patients with a medical problem, via telephone, on the same day, to assess and offer advice.

**If you wish to be seen on the day, please ensure you phone by 11:00**

After 11:00 you will be advised by our reception team to telephone on the next working day between 08:00 – 11:00

We will continue to pre-book planned annual reviews for long term conditions and medication reviews within our team such as

* Diabetic Annual Review with the Practice Nurse
* Medication Annual Review with the Practice Pharmacist

**Our practice nurse appointments will continue to be pre-booked**

We will review the new appointments system model and may make adjustments. Please keep in touch with the practice via our website [www.courtroad.gpsurgery.net](http://www.courtroad.gpsurgery.net) and our Facebook page:

court road surgery