

## **We appreciate it is very frustrating to call your GP in the morning only to be told that there are no more appointments**

We also appreciate that it can be very difficult to get through to our practice at 8am and this is particularly a problem on a Monday morning or following a holiday period. Our staff work very hard to offer the best service we can and the new appointment system has made it easier to get the care you are looking for. It isn't perfect and we know this. Unfortunately, GP services are stretched to capacity up and down the country and this is especially the case during the winter. Please try to be patient at busy times and we will do our best to help.

## **Cancellations**

We regard the relationship between doctor and patient as important. We try to inform you if for any reason there is a change to your appointment.

Similarly if *you* cannot keep your appointment *please ring and cancel* with as much notice as possible. This frees up the appointment to be used by someone else and keeps our waiting times for appointments

to a minimum for everyone. We operate a DNA (Did not attend) policy in an effort to manage the surgery efficiently.

We regularly monitor our appointments; looking at the demand and capacity figures. We make every effort to ensure that we have enough appointments available to meet the demand. We will keep you informed of any changes to our appointment booking system.

## **Summary**

### **To book an appointment in advance with the GP or ANP:**

Ring or attend the surgery ideally 2 weeks before you would like to be seen and book with the receptionists

**To see a GP or ANP on the day with a new problem or you have been asked to come back by the GP or ANP:** Ring or call into the surgery at 8am on that day for an appointment.

### **To see a nurse or the healthcare assistant:**

All the nurse and healthcare assistant appointments can be booked through the reception either in person or over the phone.

## **Comments, or Suggestions**

Any suggestions for improvements are always welcomed. Please write into the Practice Manager who will be willing to discuss the suggestions with you.



# **Kingsway**

## **GP Surgery**

**Appointment Leaflet**

***We listened to what you had to say about seeing the doctor in our patient surveys over the last couple of years and although the results weren't bad we felt that we could do better. .... and decided we had to change.***

In order to improve patient's experience of making an appointment with a doctor we have introduced a new system in the practice.

By adopting a few simple changes we want to improve our service.

**This will mean:**

- Making it easier to get through on the phone**
- Reducing wasted appointments, patients have booked**
- Offering flexibility for a patient to book on-line**

### **1.Pre-bookable appointments**

Our surgery offers a set amount of pre-bookable appointments up to 2 weeks in advance. *You may ask for a named doctor, providing they are working that day & have availability you will be given an appointment.*

### **2. On-line appointments**

Our surgery offers a set amount of **ON-LINE** appointments up to 2 weeks in advance. Some appointments become available on-line on a Saturday & Sunday to book an appointment for the next working day.

### **3. Telephone consultations**

*Our surgery offers on the day telephone consultations. You may ask for a named doctor, providing they are working that day & have availability you will be given a tel. consultation. The doctor will call at the end of morning surgery*

#### **How can I arrange a telephone consultation?**

Ring the surgery at 8am, speak to a receptionist to request a telephone consultation with the GP. The GP will ring you at the end of morning surgery. Each GP has 2 telephone consultations per morning session.

#### **Please be there to answer the call**

##### ***What happens when the doctor calls?***

The doctor will discuss your problem with you and work out what to do. You may only need advice, a prescription, or you may need to come in.

##### ***What if I am at work?***

Employers are normally delighted that you can save time going to the surgery. Ask for a quiet spot to take the doctor's call. If timing is an issue, please tell the receptionist.

#### ***Can they phone my mobile?***

Yes, the receptionist will check that they have the correct number when you call, mobile or landline.

If your request is not directly for a doctor, e.g. repeat prescription or sick note, speak directly to the reception staff.

#### **Nurse Appointments**

Nurse appointments are bookable in advance. These appointments are usually placed on the appointment system 4 weeks in advance.

**The nurse appointments are NOT available on-line as appointment times vary between 10 and 30 minutes appointments.**

### **7 Day Access**

South Sefton Primary Healthcare is providing routine general practice appointments for any person registered with a GP practice in South Sefton.

The service is provided at:

**Litherland Town Hall, Hatton Hill Road, Litherland, L21 9JN**

Weekday evenings 5pm – 8pm

Saturday, Sunday & Bank Holiday's 10am-1pm

Please ring the Practice if you require an appointment with a GP, Advanced Nurse Practitioner or Practice Nurse between these times.

Please note that this is not an urgent care service or drop-in-centre.

All appointments must be pre-booked through your own GP Practice.

GP Practices will be able to see what appointments are available through their EMIS systems, appointment availability will vary as diary slots are booked. The service will offer additional resource when needed, allowing GP practices more time to focus on the often complex and long term needs of patients.

The 7 Day Access Service provides additional GP Surgery appointments over and above those offered by a patient's own practice

Anyone who is registered with a GP Surgery in South Sefton can book a routine appointment, but there are exclusions.

There are different types of appointments: Doctor, Advanced Nurse Practitioner, Practice Nurse & Health Care Assistant

Patients can book an appointment by contacting their own practice

Clinicians at the 7 Day Access Service will be able to access the full medical record as per the sharing agreement in place