

KILSYTH MEDICAL PARTNERSHIP

CHANGES TO APPOINTMENT SYSTEM

In an attempt to provide the best service possible several aspects of the appointment system are routinely monitored. As a result of this changes are being introduced to reflect the current trends in demand for appointments.

The changes will commence on *Monday 15th June 2009*

During the transition period (Monday 18th May to Friday 26th June) there may be some disruption to the availability of appointments and we would appreciate your co-operation during this time and apologise for any inconvenience it may cause.

SUMMARY NEW SYSTEM

- Appointments will open every day for
 - *48 hours in advance*
 - *1 week in advance*
 - *2 weeks in advance*

Please note:

- From w/c Monday 8th June appointments will **no longer** be released at 1pm on a Friday. (**Last day** these appointments will be available is **Friday 5th June**)
- ROUTINE APPOINTMENTS can be booked one and two weeks in advance instead four weeks.
- No changes have been made to the *on the day appointments* for acute medical problems requiring attention that day.
(*There is a reminder of how this system works overleaf*)

The appointment system will continue to be monitored and alterations made as appropriate. In future any changes to the working arrangements of the practice will be publicised in the Health Centre, in a newsletter available from the centre and local chemists and on the practice web site at:

www.kilsythmedicalpartnership.co.uk.

PTO

EMERGENCY (On the Day) APPOINTMENTS

MAY 2009

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- For acute medical problems which you feel require to be dealt with that day and CANNOT wait for one of the other appointments

On most occasions on requesting an emergency appointment your details will be taken by the receptionist and the Duty Doctor (or nurse or senior receptionist) will phone you back to assess the problem and allocate an appointment (which will not necessarily be for that day unless appropriate) or give advice.

Please note that during emergency appointments:

- The Doctor will only be able to deal with the *one emergency problem* and not a list of problems or review any other existing problems
- Repeat sick lines or repeat prescriptions will NOT be issued (In particular repeats of medication of an addictive nature will not be reviewed or given during these appointments.)

Due to the nature of Emergency Medical Problems on occasions these surgeries may be running late at which time you may have to wait. Your co-operation at such times would be appreciated.

Hopefully these changes will lead to an appointment system that reflects the changes in demand since it was last completely reviewed in 2005.

Thank you

Kilsyth Medical Partnership

MAY 2009