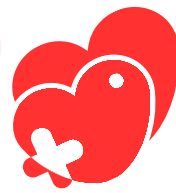




WOODLANDS & CLERKLANDS

GP PARTNERSHIP

We are changing our GP Appointment System



As a Practice we are constantly striving to enhance our services in order to deliver the best care to all of our patients.

We have listened to patient feedback through your Patient Participation Group, our Friends and Family Surveys, as well as complaints.

We recognise that our current appointment system is not meeting your needs. Your feedback on areas that frustrate you are;

You hate the 8 am Rush and long call wait

Our new system has the capability for you to submit your health needs online at anytime and immediately you'll be offered an appointment at a time that is clinically safe with the appropriate skilled clinician.

To start off we will have the online form on from 0700-1830hrs but we hope once we have bedded it in to keep the form open 24hrs from Monday to Friday

You want to be able to see a GP Face to Face

Our new system will offer Face to Face appointments as our preferred consultation type. However, we know that for some of you a telephone appointment is more convenient. The system will assess your needs and if it is clinically safe, will offer you the option of a Face to Face or a telephone consultation.

You want to be able to Pre-book an appt

Our new system will assess your health needs from an online form you will complete. From this it will clinically assess your priority and will offer you available appointments either:

- SAME DAY
- WITHIN 2 DAYS
- WITHIN 5 DAY
- WITHIN 2 WEEKS

You hate not having an approx time for a telephone appt

Our new system, where a telephone call is booked, will give you an approx appointment time. We will aim to call you within 2 hrs of that time. So for a 10am call it will be between 1000-1200hrs. Note, sometimes a clinician may call you earlier. Our clinicians will try and call you twice within the allocated time and will also message to say they tried to call you.

Our new GP Appointment system launches September

Over the next few weeks we will be sharing more information about the new appointment system.

We will also be running some open meetings for you to come along and see a demonstration of the system and ask questions.

Your Patient Participation Group will be supporting us at these meetings and with all patient communication.

Want to join or find out more about the Patient Participation Group (PPG)?
Go to...

woodlands-clerklandspartnership.co.uk/patient-participation-group

woodlands-clerklandspartnership.co.uk