

NEW APPOINTMENT SYSTEM

From 17th June 2019 we will be running a new appointment system.

This is because we know the current one isn't working and that you can't get an appointment when you need one. You have probably seen on the news that this is a problem for most surgeries across the country.

Most of the time you will be given a telephone appointment first.

We hope that we can manage a lot of your queries over the phone which will save time for you, and means we can give timely appointments to patients who are unwell. Any follow up appointments required will be arranged with you within the phone consultation. This could be:

A GP

Advanced Nurse Practitioner

Pharmacist

Practice Nurse

Our receptionists have had training by us in signposting you to the most appropriate service. Some problems will need to be managed by a face to face appointment which will be offered if required. Sometimes they may suggest you seek advice outside of the Surgery..

Please bear with us during this time - we know it is a big change, but we are trying to improve the service we provide, and ensure that we have enough appointments for people who need them.

If you have difficulty understanding or being understood on the phone, then please tell reception when booking your appointment.

Thank you for your understanding,

Dr Davies



Dr Grantham



Dr Ruffle,



Dr James



Dr Powell



Dr Thomas.

