

## Appointments for registered patients

Your time with your doctor or nurse is precious and we would like to help you make the most of it.

We now offer the ability to make, change and cancel GP appointments on-line: please ask our receptionists if you would like to be set up for this.

Our receptionists are trained to signpost you to the most appropriate appointment to meet your need and in order to do this they may ask you to give a brief indication of the nature of that need. If you would especially like to see a male or female doctor, or a particular doctor or one of our Practice Nurses, please let our receptionist know this at the start of the conversation. If you have an injury we can book you an appointment with our Walk-In Centre nurses.

Each appointment is for one patient only.

If you feel your condition needs attention on the same day, please call as early as possible. Our duty doctor will call you back to advice, and book you an appointment if and as appropriate.

In order to make the best use of the resources available to us our doctors' and nurses' appointments are 10 minutes long, and each doctor or nurse usually sees around 18 patients in each session. 10 minutes is generally long enough for the doctor to deal with most single problems but it becomes hard to deal efficiently with three or four problems. If you have more than one problem you may wish to consider writing down the problems before you come. Please let the doctor know at the start of the consultation that you have more than one problem and he or she will help you to prioritise, and decide whether another appointment needs to be made.

The doctors and nurses do try and run to time but the nature of the work, and the needs of other patients, means that sometimes they will be delayed.

Please help them with this by being on time for your appointment: we may not be able to see you if you arrive late.

We offer telephone consultations for problems which do not need a face-to-face discussion: please ask our receptionist if you would like to book one of these.

Finally if you are unable to keep an appointment please let us know as quickly as possible so that we can offer it to another patient.

We hope this information enables you to make the best use of our resources.