

Change to the SGMC and CMC appointment system – from 1 June 15

Background. Over the last 12 months we continued to assess our ability to effectively and appropriately respond to patient requests for appointments. The current system has been successful in directing 'same day' acute patients to the appropriate health care professional by allowing GPs to assess clinical need via a call back. In order to ensure that the patients with the greatest medical need are seen quickly, and by the most appropriate member of the clinical team, we will maintain the triage element of assessing same day urgent requests

However, we think that the system has not created improvements we were hoping for and in response to this, we will be restructuring the way that we allocate GP time to increase substantially the number of advance appointments (which will be released 3 and 10 working days ahead).

Appointment Options:

Same day urgent appointments. Patients requesting a same day urgent appointment will have their details taken by the Reception Team and will be added to the On-Call GP's list. The On-Call GP will then call you back as soon as possible and, in discussion with you, will decide on the most appropriate course of action. For a same day appointment, Patients need to call between 0800 and 0930. Because we are allocating the majority of our capacity to advance appointments, same day appointments will be for medically urgent consultations only.

There will be no changes to the Chronic Disease reviews, Phlebotomy, HCA or Treatment Room appointments. Minor Illness and Specialist Nurse Practitioner appointments will be booked directly through Reception.

Advance Appointments. All non-urgent requests will be offered appointments for 3 days or up to 10 days in advance. These can be booked via reception or on-line via Patient Access and are not triaged.

GP Telephone Queries. For routine queries, GPs will have a limited number of pre-bookable telephone appointments. These are for queries that can be dealt with entirely over the phone.

Extended Hours. To support this system and add flexibility, we will have a number of pre-bookable GP appointments between 0730-0800 and a number of pre-bookable GP calls between 1830-1900. Extended hours will run on Tuesday – Thursday and will be spread across SGMC and CMC. Other non-GP services will also be offered.

What if my condition worsens? If your condition worsens you should call back and we will arrange for our On Call GP to contact you urgently.