

Booking appointment with a specific GP – patient information leaflet.

Ideally we would like to be able to offer an appointment with your preferred GP at all times.

Some GP’s have more availability that others; this is for several reasons. Firstly they may work more sessions and secondly their caseload may include fewer patients with long term conditions.

It is often difficult to get an appointment with Dr Hammerton or Dr Symons; this is largely due to their case load which has a high proportion of complex patients. We encourage patients to see the same GP (the **usual** GP) for continuity of care.

Every patient has a **named accountable** GP, however this does not mean that you have a ‘right’ to see that GP. We try to ensure that the clinical record reflects the actual GP the patient usually sees and we encourage patients to see their usual GP.

*The difference between a* ***named accountable*** *GP and a* ***usual*** *GP.*

*A named accountable GP is the GP who takes responsibility for the co-ordination of all appropriate services required and ensures they are delivered to each of their patients where required (based on the clinical judgement of the named accountable GP). The usual GP is the GP that the patient actually sees on a regular basis*.

To help ease demand on Dr Hammerton & Dr Symons appointments and try and help patients achieve continuity of care we are encouraging patients who request appointments with Dr Hammerton & Dr Symons to see another GP and establish continuity of care with that GP. We are focusing this on patients who have not seen these doctors on a regular basis.

We appreciate that patients may feel more comfortable with certain doctors and ideally we would like to be able to accommodate requests for specific doctors at all time, however with rising demand and increasingly complex patient we have to manage individual GP’s workload.