

Garland House Surgery

PATIENT NOTICE REGARDING THE ROUTINE APPOINTMENT SYSTEM

Following a discussion at our last patient participation group we sent out a patient survey regarding our routine appointment system. Option 1 was to book routine appointments 2 weeks in advance with appointments available to book on Wednesdays & Fridays at 17:00 (the current system). Option 2 was to book routine appointments 2 weeks in advance with appointments available to book every working day at variable times throughout.

We received a total of 2,866 responses; 385 patients preferred to keep the current routine appointment system on Wednesdays & Fridays; 2,481 patients preferred to change to option 2.

Therefore, from week commencing 29th April 2024 our routine appointment booking system will change to routine appointments for 2 weeks in advance being available for booking every working day at variable times throughout. Week commencing 22nd April 2024 will be our last week under the current system (Wednesdays & Fridays at 17:00).

Please note this is routine appointments only. Please continue to contact the practice with anything acute. Acute problems will be triaged and booked/signposted as appropriate.