



## Making An Appointment

### To Make An Appointment

- You can book your appointment on-line
- Telephone Wellington Medical Centre (01823) 663551, or call into medical centre in person
- We will try to allocate an appointment which is convenient to you, but please try to be as flexible as you can

### Signposting

- The practice now employs two Primary Care Practitioners (Paramedic trained), two Pharmacists and a Musculoskeletal Practitioner who work alongside our existing team of Doctors, Nurses and Health Care Assistants.
- Our receptionists have been trained to direct your call to the most appropriate clinician. Please be prepared to provide them with enough information about your problem to ensure you are directed to the most appropriate clinician and allocated an appropriate appointment.

### Appointment Types

- A mix of “same day” and “book in advance” appointments are offered. This is for both telephone consultations and face to face consultations
- Some early evening (extended hours) appointments are also available
- If your problem or issue is not urgent so does not need to be dealt with the same day, you will be offered the next available routine appointment which may be in a few days time

- Appointment slots are for 10 minutes. If more than one family member needs to see the doctor, please make a separate appointment for each person

### **Preferred GP**

- You have the right to express a preference for the doctor of your choice, and every effort will be made to offer an appointment with your preferred doctor as soon as possible
- Many of our doctors work part-time so this may involve you waiting a few days until your preferred doctor is next in work

### **Telephone Consultations - Can we save you an appointment?**

- You will always be seen if needed but if you feel that your problem or issue can be dealt with by telephone, please leave a message with the Receptionist and the doctor will call you back. This might save you a trip to the surgery and it helps us to manage valuable appointments
- The doctors will usually return calls at the end of surgery, except in emergencies. It helps, therefore, to leave a contact number and to give the Receptionist details of the problem so that the doctor can prioritise the calls
- Examples of matters that may be dealt with by telephone are: discussions regarding results, medication queries, advice, completion of forms

### **Booking In Advance**

- An appointment can be booked in advance for all routine medical matters
- Approximately half to two thirds of all appointments are available to book in advance. The remaining third are same day and emergency appointments
- Appointments are available to pre-book with your chosen doctor up to 5 weeks in advance
- Both telephone consultations and face to face appointments can be booked in advance

### **Same Day Appointments**

- It is important for patients that we reserve “same day” appointments so that we have sufficient capacity each day to see patients with more urgent medical needs
- You may ring in on the same day you wish to see your doctor if you have a medical problem that you feel needs to be dealt with that day

### **Urgent Medical Problems**

- If you have a genuinely urgent problem, a doctor will always be available to see or speak to you. This may however be the emergency doctor rather than your preferred doctor
- In the case of a life threatening medical problem patients should ring 999

### **Extended Hours**

- If you find it difficult to get to the surgery during normal opening hours e.g. due to work commitments, please enquire about an appointment during 'extended hours'
- Appointments are offered during extended hours on a number of evenings each week

### **Improved access**

- This is a new initiative across Somerset whereby patients can make appointments at extended times (up until 8pm at night Monday-Friday and on Saturday mornings) at other practices across the local area.
- Appointment types will vary, some being face to face and some on the 'phone and there will be a mixture of pre-bookable and same day appointments available across the week. They may be with a doctor but could also be with another healthcare professional such as a primary care.
- A Receptionist at your usual GP Practice can book improved access appointments at other practices

### **Home Visits**

- If you are requesting a home visit please telephone the medical centre before 10.30 am.

- Home visits are for patients who are housebound or critically ill, otherwise we ask patients to come to the surgery if at all possible.
- The doctor may phone you before visiting so that visit requests can be prioritised and to see if there is a more appropriate course of action.

### **Walk-In Patients**

Unfortunately we do not have the capacity to deal with walk-in and wait patients. Please telephone or visit the medical centre to make an appointment. If you do walk in, you will be asked to make an appointment in the usual way, and you will be expected to return at your appointment time. There is insufficient car parking and waiting room capacity for you to wait for a long period of time at the Medical Centre

### **Non Attenders**

This is a busy Medical Centre with high demand for appointments. If you are unable to keep an appointment we understand, but it would be helpful if you could let us know as far in advance as possible, so we can allocate the appointment slot to someone else who needs it

### **Appointment Etiquette**

We would be grateful if you would observe the following appointment etiquette, which is in place for your benefit and other patients waiting to be seen:

- Arrive on time for your appointment
- Cancel your appointment as soon as you know that you are unable to attend, so the appointment can be offered to someone else who may need it that day
- Limit the number of problems you raise per appointment. If you bring a list of issues the doctor cannot guarantee that all these will be dealt with in 10 minutes. You may need to be seen again
- Each appointment is for 1 person, please do not bring additional patients to the appointment and expect them to also be seen

- Please do not ask for other patient's prescriptions during an appointment

### **Nights And Weekends**

- The Out Of Hours Service provides care during the night (from 6.30 pm each night to 8.00 am the next morning) and at the weekends. Please telephone NHS 111 (Textphone 18001 111) if you need medical attention during these times
- NHS Direct are also available for general medical advice. They can be accessed via [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- In the case of a life threatening medical problem patients should ring 999

### **On-Line Appointments**

- You can register for on-line appointments at Reception. You will need to provide photographic ID with you to do this.