GARNET FOLD PRACTICE - THE APPOINTMENT SYSTEM – AUGUST 2016

Southbrook Surgery Appointments: 363600
St. Helens Road Appointments: 665588

DOCTORS SURGERIES – ST HELENS ROAD

Monday – Thursday 8.30am– 7.00pm
Friday 8.30am – 6.30pm

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<th>MORNING SURGERY</th>
<th>AFTERNOON SURGERY</th>
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<td>Dr Varker</td>
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DOCTORS SURGERIES – SOUTHBROOM

Monday – Friday 8.30 – 12.30pm

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<td>MONDAY</td>
<td>Dr Ghaie</td>
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<td>TUESDAY</td>
<td>Dr Rajpura</td>
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<td>WEDNESDAY</td>
<td>Dr Akram</td>
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<td>THURSDAY</td>
<td>Dr Jilani</td>
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<td>FRIDAY</td>
<td>Dr Varker</td>
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Home Visits
Please remember the Doctor and Nurses only visit housebound patients.

THE DOCTOR CAN SEE 5 PATIENTS IN THE SURGERY IN THE TIME THEY VISIT 1 PATIENT AT HOME

It is IMPORTANT you request a home visit before 10.00am

Patient Notice
We have increased the number of telephone consultation appointments available on each day.

These can be used for the following:
- Sick Notes
- Repeat Prescription queries
- Urine Infections
- Results
- Medication Reviews – these will be carried out by the pharmacist

You may NOT need to come in to see the Doctor

Urgent Medical Care – Out of Hours
If the main GP surgery at St Helens Road is closed and you require medical assistance which cannot wait until the surgery re-opens, please call the Out of Hours Service on 01204 463999.

If you have a life threatening medical emergency please dial 999

Patients who DO NOT Attend
We have had an increase in the number of patients who failed to attend their appointment with the Doctor – some of these appointments have been booked on the day!

We need to remind you this is a waste of an appointment, which could have been used by another patient.

These patients then ring and want to make a further appointment, which uses another appointment.

The Doctors will NOT tolerate this. Patients who persist in doing this may be refused an appointment OR be asked to leave the patient list.

If you cannot keep your appointment PLEASE ring and cancel it – even at short notice another patient could use it.

TEXT Reminder
We now operate a text message reminder service for appointments – you can also cancel your appointment by text message

Contact Numbers
St. Helens Road -
Enquiries & Appointments: 01204 665588
Fax: 01204 665992

Southbrook -
Enquiries & Appointments: 01204 363600
Fax: 01204 396900

Practice Website
www.garnetfoldpractice.nhs.uk

*Subject to change due to holidays
Late Arrivals Policy

We understand there are times that you may run late for your appointment, where possible, please contact the surgery to inform us of this.

Our Practice Policy for late arrivals is:

- **Less than 10 minutes late** – you will be marked as arrived. The receptionist will advise you that you will be called in at the first available opportunity and there may be some delay whilst you are fitted in.

- **10 to 20 minutes late** – you will be advised that you are a late arrival, and where possible you will be asked to re-book the appointment. If you feel that your case is more urgent the receptionist will ask you to take a seat whilst she contacts the doctor / nurse when they are available and see if they are able to see you. The doctor / nurse will see punctual patients first and you may be asked to wait until the end of surgery to be seen.

- **More than 20 minutes late** – you have clearly missed the appointment and will be asked to re-book.

The Appointment System

The doctors at Garnet Fold Practice continually review the appointment system in order to provide a better service for their patients and improve access to those who need it most.

We operate a triage system, where patients asking for an urgent appointment will initially be contacted by a doctor by phone to discuss their concerns. You will **NOT** be able to choose which doctor calls you.

The doctor will be able to offer telephone advice, issue a prescription or book an appropriate appointment, (either the same day or later in the week depending on the urgency).

Please remember an urgent problem is a problem that cannot wait until the next available appointment.

**Urgent** appointments are **NOT** for sick notes, or a review of medication.

We have discussed this change with our patient participation group and it was well supported. We believe that this will allow us to see those most at risk as soon as possible.

Southbrook Surgery will close at 12.30pm each day. All appointments after 12.30pm for the Doctors or Nurses will be at St. Helens Road.

‘Pre-bookable’ appointments with a particular Doctor have been changed. They can be made up to 4-weeks in advance by calling in or ringing the surgery you normally attend.

‘Due to work’ appointments are available for patients with ‘work’ commitments.

To Assist The Doctors

- Please arrive in time for your appointment, as it is at the Doctors discretion whether you will be seen if you arrive late.
- Please cancel any appointment you cannot keep even at short notice, as it can then be offered to another patient.

Extended Hours

For patients who are unable to come to the surgery during normal surgery hours, we are now offering a number of late night appointments on a Monday-Thursday evening at our St. Helens Road Surgery. Should this apply to you please contact reception.

Please use this service appropriately.

Your Appointment Slot is 10-Minutes

Other patients are waiting – Do not be offended if the Doctor asks you to make a further appointment.

Be considerate to other patients, if you over run your appointment, the next patient will be late for their appointment.

7 Day Access

Did you know you can now book to see a GP or nurse in Bolton at Weekends?

Appointments available:
- 9am - 1pm Saturdays
- 10am – 1pm Sundays
- 9am – 1pm Bank Holidays

As a registered patient at this GP surgery additional GP and nurse appointments are now available at the Halliwell Surgery and Deane Medical Centre in Bolton. These non-urgent and routine appointments MUST be booked in advance.

For more information or to make an appointment, please speak to the receptionist. Leaflets available at reception.

ONLINE BOOKING

You can register with the Practice to order your repeat prescriptions and book and cancel your appointment with the Doctor.

Pick up a registration form from reception – you will need to bring 2 forms of ID with you to register for this service.