



## HOW TO BOOK AN APPOINTMENT – BEDGROVE SURGERY

### **This leaflet will explain:**

- **The system for booking an appointment**
- **Why we have this system**
- **How it will help you**

### The System

You can book an appointment by telephoning the surgery between 0800-1830 Mon to Fri or by popping in and speaking to a member of the reception team at those times and also when the surgery is open in our extended times (Wed until 20.30,). Additionally, you can register to book an appointment with a Doctor on the internet through our practice website, [www.westongrove.com](http://www.westongrove.com). If you wish to register to use the internet booking system, you will need to bring in proof of identification and residence e.g. driving licence, council tax bill, utility bill, bank statement. The reception team will then be able to print off your registration documents that will include your log on and password. You will also be asked to sign a patient contract to agree with the terms and conditions of using the system. Appointments are available everyday between 0800-1130 and 1400-1800, although these times can vary depending on which clinicians are on duty. We also offer extended hours appointments until 8pm on Wed.

### Different Types of Appointments

There are 2 main types of appointments which are aimed to cater for the broad range of needs of our patients, either advance booking appointments, which are appointments that can be booked up to 4 weeks ahead, or emergency on the day appointments.

Advanced appointments are aimed at patients who need to see a clinician but their need is not urgent. These appointments are useful for patients who have been asked by their GP to make a follow up appointment. If you need to make a follow up appointment it is advisable to check with reception to see if an appointment is available to pre-book.

Emergency appointments are designed for patients who need to see a doctor quickly, it might be that you have woken up feeling poorly or your health has recently got much worse. We will endeavour to find an appointment that meets your needs but we cannot guarantee it will be with the clinician of your choice.

We understand that some of our patients like to see the same person each time they attend the practice, but all of our Doctors and Nurses have annual leave and study days throughout the year, and some work part-time. We will try to book your appointment with the clinician of your choice, but sometimes we may have to offer you another Doctor or Nurse, especially if you are ringing to book an emergency appointment.

Westongrove Partnership is a training practice which means that each year we have a number of GP Registrars that join our team. The GP Registrar has an allocated trainer while they are at the practice, who oversees their work. GP Registrars are qualified doctors who have mainly worked in hospitals. You may be offered an appointment with a GP Registrar. It is important that throughout the year the GP Registrars gain as much experience as possible, seeing a variety of patients with different problems. Sometimes these will be joint appointments with the GP Registrar and their trainer, sometimes the appointment may be videoed for later discussion with their trainer during a tutorial and on other occasions appointments will be just with the GP Registrar.

When you contact us to make an appointment, our reception team will ask you for a brief reason for your visit. Please don't be offended, they are using a computer package written by our Doctors - this package is called Signposting. The Doctors wrote the package so that the reception team could book an appointment for the patient with the most appropriate clinician, as soon as possible which in some cases avoids unnecessary waiting for a doctor appointment. Some of our nurses are specialists in different areas such as asthma and diabetes, and it makes sense that for such conditions patients see these nurses. There are also some problems such as rashes, earache, coughs, colds etc that are dealt with by the nurses and we hold a daily clinic. Nurses are able to diagnose and instigate a prescription and refer to the doctor if there is anything that requires a second opinion. This enables the Doctors appointments to be used for patients with more complex health problems.

You may also be offered to speak to a nurse over the telephone for any advice that you may need or if you have a request that does not require a face-to-face appointment.

We also operate a specific surgery for children aged 16 and under. For more details on this service please see our "How to use babies and children's services leaflet".

Patients with certain long term conditions will be invited to an annual health review with one of our specialist nurses. Please contact Westongrove Recall on 01296 633512 to book one of these appointments. For further information, please see the 'How to Manage your Long Term Condition' leaflet.

### Why we have the system

Our system is in place to make appointments accessible and to meet the needs of our patients within an appropriate time frame while using the resources that we have as effectively as possible.

### How it will help you

By giving the receptionist as much information as possible we will be able to make sure that you see the right person the first time. Please do not be offended if the receptionist asks the reason for your appointment as it will only be asked so the right solution can be found. At all times, any information given to our staff will be treated in the strictest confidence.

If you need further information:

Internet [www.westongrove.com](http://www.westongrove.com)

Bedgrove Reception 01296 330330

Westongrove Recall 01296 633512