



SITE: WENDOVER HEALTH CENTRE

HOW TO BOOK AN APPOINTMENT.

This leaflet will explain:

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

The System

Appointments can be booked up to 4 weeks ahead.

All patients that have a problem that needs dealing with on the same day will be able to speak to a triage doctor or nurse. They will discuss with you whether your needs are best met by advice or a prescription over the phone, an appointment to see one of them that day or a home visit.

You can book your own appointments using the internet and that we have appointments as early as 7.40 am and as late as 7.50pm on some days. We also have appointments that can be booked for Saturday mornings.

You can book an appointment by telephoning 01296 623452 Monday- Friday between 8am-1pm and 2pm -6.30pm.

You can pop into the Health Centre during our opening hours Monday to Friday 7.30am-6.30pm. We are also open Tuesday 7.30am-8pm and Saturday 8.15am-11.00am.

You can book an appointment on line with your registered GP, Locum GP or the GP Registrar through our practice website, 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

For medication reviews we ask that patients make an appointment with their usual GP. Please do not worry if you do not get an appointment before your medication review date, we feel it is more important that you see your usual GP for continuity.

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.

Why we have the system

Our appointment system is designed to help meet the broad range of needs of that our patients have. 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

We also have a Triage Team each day who are available for urgent home visits and for emergency advice and treatment on that day. Reception staff cannot book appointments for you to see the duty doctor. Instead your name, telephone number and a brief reason for the call will be taken so a member of the Triage Team can ring you back as soon as possible, the Triage Team will then decide if they need to see you or whether they can deal with your care on the phone. If you require a home visit that day, please ring in as early as possible so the duty doctor can plan their day to fit in phone calls, home visits and those that need to be seen in clinic.

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 help direct the patient to the most appropriate clinician, as soon as possible which in some cases avoids unnecessarily waiting for a doctor appointment, or you travelling to the surgery.

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. Specialist 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. There may be instances when your query can be answered by a phone call from one of our clinicians.

Westongrove Partnership is a training practice which means that each year we have a number of GP Registrars that join our team. Registrars are qualified doctors who have worked mainly in hospitals until now. 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 they may be videoed to be discussed with their trainer during a tutorial and on other occasions they will be just with the GP Registrar.

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.

Useful Contact Information

Internet www.westongrove.com

NHS Direct (for health advice): 0845 46 47

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