

Whats New for You?

- **Longer Opening Hours**

From Monday 5th June we extended our opening hours from 8 am until 8 pm and on a Saturday from 8 am until 12 midday. Appointments are available with doctors & nurses daily. These are also available to book on-line.

- **New Triage System from August 2017**

You are probably aware if you need an urgent appointment in an afternoon we triage your call first. This has worked very well and we have had great feedback from patients.

To ensure that we get the best out of the appointments system we are now going to trial GP telephone triage service first thing in a morning.

If you need a same day appointment we will triage your call at 8 am. For future appointments we ask you to call after 8.30 am. This will help prioritise patients requiring urgent attention and enable us to signpost patients to the most appropriate clinician.

We are continuously trying to improve our appointment system due to the increasing demand, partly generated by our registration of new patients due to our reputation. We are unable to close our list. We also have over 300 patients a month not attending booked appointments even some made on the same day!

The Patient Participation Group have been consulted regarding this and are supportive of the change. We will evaluate its impact over the next 3 months.