

Changes to appointment system at Corbett Medical Practice From 19th September 2016

Why we are changing?

- Ideally more of the time patients will see their usual doctor
- So more routine appointments can be booked ahead rather than on the day
- Less volume of calls at 8am and less need for patients to call back again
- The duty doctor is less overloaded

What are the changes?

- For **Urgent** (on the day issues)... please book *on the day*
- For **Routine** issues.... please book your appointment *ahead*

Also:

- A few appointments will be available on the day for routine issues
- A few appointments will be available 2 days ahead

What is defined as Urgent?

An urgent issue is where to leave the condition for another day would risk the condition getting worse (such as a chest infection). Possible new cancers could also be seen in these appointments (such as breast lumps)

What is defined as Routine?

An issue that won't get worse if left a few weeks – this will usually be the case for long term conditions (such as non-urgent diabetes review) and most follow up appointments.

Will this provide more appointments?

Yes. If our patients are followed up more frequently by the clinician who started their episode of care, fewer appointments should be needed.

This will need both patients and clinicians to only book the appointment type needed – in some cases this may mean your follow up is best by phone, with a clinical pharmacist or nurse when appropriate.

It is really important to book the correct appointment type as this should mean more available appointments for everyone.

Any other changes planned?

Yes, 2 more phases to come:

Phase 2: Midday single issue 'express clinic' for urgent conditions

Phase 3: Afternoon Duty Dr will only see patients with urgent issues

Please feedback any comments via

Corbett.enquiries@nhs.net

Lead Partner for this change:

Dr Simon De Vos