

Making an Appointment

Tuesday, 01 April 2008

Last Updated Tuesday, 22 April 2008

Surgery Opening Times

The surgery is open Monday - Friday from 8.00am - 6.00pm.

Consultation Hours

All consultations are by appointment only and most appointments are bookable on the day. There are some pre-bookable times available.

Doctors consult between the hours of:

8.40am - 12.30pm

2.00pm - 5.30pm

Nurses:

8.30am - 12.15pm

1.30pm - 5.30pm

The doctors work a rota system within the advertised times.

Our incoming telephone lines are normally busier between 8.00am - 9.00am and you may experience some delay in contacting the surgery if you phone at this time. Please don't worry if you can't get through straight away as we normally have appointments available throughout the day. If for any reason we cannot offer you an appointment that day we will ask you to call back the next morning.

However, if you feel you have to be seen urgently the receptionist will request your details and you will be seen by a doctor if the need is urgent. You may not be able to specify which doctor you wish to see and you may have to be prepared to wait.

Cancellations

Appointments are valuable and failure to attend means that the appointment and doctor's time is wasted. Please be responsible and cancel any appointment you cannot attend at the earliest opportunity.

Home Visits

Home visits should only be requested for patients who are seriously ill or housebound. If you require a home visit please telephone before 10.30am. The receptionist will ask for details of your illness to allow the doctors to be prepared for your visit.

House call requests made after 10.30am will be passed directly to the 'on call' doctor for assessment.

Emergency Situations

Please contact the surgery on the number shown explaining the nature of the emergency and your call will be transferred immediately to the appropriate Health Care Professional.

Out Of Hours - Nights/Weekends

Should you require urgent medical advice when the surgery is closed please contact:NHS24 on 08454 24 24 24

and your symptoms will be assessed by a nurse. If the nurse decides that you require contact with a doctor, details of your consultation will be sent to our local Out of Hours service. In cases of emergency please dial 999.