

I want to book an appointment, at a time to suit me!

I want to see the doctor I usually see—he knows my case inside out!

When I rang for a same day appointment, there were none left ! You used to guarantee I could see someone if I rang before 11.30am

You said.....

We did.....

Changes to the

Appointment System



Woodlands Medical Practice in conjunction with the patient participation group, Woodlands Patients Voice

In order to best meet the needs of our patient population, we are continually looking at ways in which our appointment system may be improved and are keen to respond to your constructive comments and suggestions by adapting and developing a fair and accessible service.

This leaflet outlines the ways in which our appointment system is evolving, as we seek to meet the needs and preferences expressed by our patients in our recent patient satisfaction survey

While the same-day system has achieved high levels of satisfaction for patients being able to see the doctor when they are ill, we have also offered a limited number of pre-bookable appointments.

In response to patient demand, these have now been **increased** as we appreciate that some patients have problems in organising their healthcare alongside other commitments, for example, around working hours. We have achieved this by making adjustments to the “duty” doctor’s appointments which were previously not offered as “named GP” slots.

We hope this will also allow for greater continuity of care and hopefully reduce the volume of telephone traffic first thing in the morning. In addition, GP’s are able to override the system themselves in order to try and preserve continuity of care in certain, more complex cases.

This proposed change to the duty doctor’s appointments has the potential to free up a further 24 pre-bookable appointments per week, as well as increasing specific GP availability across the week for same day access.

Flexible booking throughout the day

Each doctor is scheduled a specific number of pre-bookable appointments on allocated days. Patients will be able to choose the time throughout the day but within the confines of set surgery times.

Once the quota has been reached, no more can be released. Because of the limited number of pre-bookable appointments we are unable to allow patients to book more than one GP appointment in advance. This would be unfair to other patients.

In addition, we are piloting a change to the system as we have struggled to offer same day appointments up to 11.30 as advertised. We hope to make use of quieter times to even out appointments over the week. We do need to be very clear that these contingency plans will ONLY be implemented once all same day appointments are breached.

We have daily telephone slots available for all the GPs, where advice over the phone may reduce the need for a face to face consultation.



YOU WANTED ACCESS TO MORE APPOINTMENTS IN ADVANCE?

Surfing the ‘net’?

Book your appointment on-line!

We have been running on line booking of pre-booked appointments for some time now, but it is clear from the recent patient survey that not all

patients are aware of this system. If you are interested in signing up to this scheme, please ask at reception where you will be provided with an individual user name and password.

Please note, this would only be for advance booking of appointments with GPs, otherwise we would not be able to guarantee equity of access to all patients for the same day slots. Also, the computer system only allows for one person per log in, so all family members would need to sign up in order to manage their individual appointments. Due to the skill mix of the nurse team, we are not able to offer their appointments on line.

Missed Appointments

The down side

One of the negative aspects of introducing more pre-booked appointments is a possible increase in the number of **DNA’s (did not attend)**. We find that a significant amount of appointments are wasted in this way, impacting on appointment availability for others. **Unbelievably, patients DNA for same day appointments !!**

In response to this we feel it necessary to introduce a strict policy that **patients will be removed from the practice list should they fail to attend for three booked appointments.**

Please be aware this means any pre-booked appointment at the practice, not just to see a GP.