

## **New Appointment System for West Bar Surgery**



Following our recent Patient Satisfaction Survey we are now pleased to be able to offer a new appointment system. We hope that the new system will more closely meet the needs of our patients and be easier for everyone to use.

As from April all the Doctors will be offering a mixture of telephone and traditional surgery appointments. Often a situation can be dealt with by your Doctor or a Nurse Practitioner on the telephone. You may simply need some advice. You may not be sure whether you need to come. A telephone consultation enables you to stay at home or at work – without needing to make arrangements for transport, child care, or taking time off work.

Before requesting an appointment please decide

- A) Whether you would like a telephone or surgery appointment
- B) Whether you need to speak to a nurse or a doctor. If the latter-
- C) Which Doctor knows most about your medical history or the issue about which you are ringing

The telephone appointments are usually 4 minutes;  
the surgery appointments are usually 10 minutes long.

This enabled us to offer more appointments each day, and give you more choice of who you can speak to or see.

There is always some confusion when a system changed. Please bear with us as we all settle into the new system.

We look forward to your feedback in the coming months.

*West Bar Surgery*

