

PHGH Doctors New Appointment System – Morning GP Telephone Triage

Starting From 3rd July 2017

Improving Access

As a surgery, we are fully committed to providing improved services and access for our patients

Our New Appointment Service

GP Telephone Triage - Mornings only

What does this mean?

Each morning, one of our GP partners or our salaried GP's will return calls to patients requesting URGENT 'on the day' appointments

How does this work?

Receptionists will book all patients requesting an urgent on the day appointment for a Telephone Triage call back. This includes patients who walk-in the practice without an appointment. The receptionist will ask for a brief reason.

When does this start each day?

Triage operates between 8:30am and 11am **EACH MORNING** and will be limited to a specific number of return triage calls.

What if I need to be seen by a doctor?

Appointments will be allocated for the morning specifically for patients who use the triage system and need to be seen by a GP or nurse.

What about non-urgent appointments?

Please note we will still be operating the same system for pre-bookable appointments. As always, there is often a waiting time for these, but we hope this new system will make pre-bookable appointments more readily available.

How will this help you?

- Faster and Easier access to a GP for patients needed needing an appointment
- A more efficient use of services for Patients and GP's
- Pre-bookable appointments remain available for patients with chronic complex illnesses

Thank you

Always, your feedback is important to us and we welcome any thoughts you may have. We thank you for your patience in the upcoming weeks while we launch this new system and get it running smoothly. We very much look forward to offering you an improved service.