

New Appointments System for East Parade Surgery

- In response to patient feedback we are changing the appointments system.

The New System will begin on

Monday 5th September 2011

- Ask reception for further details & continue reading

AIMS

- **STOP** the need to ring at 8am
- **INCREASE** number of routine advance booking appointments
- **PRIORITISE** 'book on the day' appointments for clinically URGENT problems only.

ROUTINE APPOINTMENTS

- Appointments available up to **4 weeks** in advance
- Increased availability to be seen sooner
- Ring / internet bookable to make these appointments
- 'Book on Day' appointments will now be for clinically urgent only

URGENT APPOINTMENTS

- Duty Doctor will triage any requests for urgent appointments.
- We will prioritise care based on clinical need