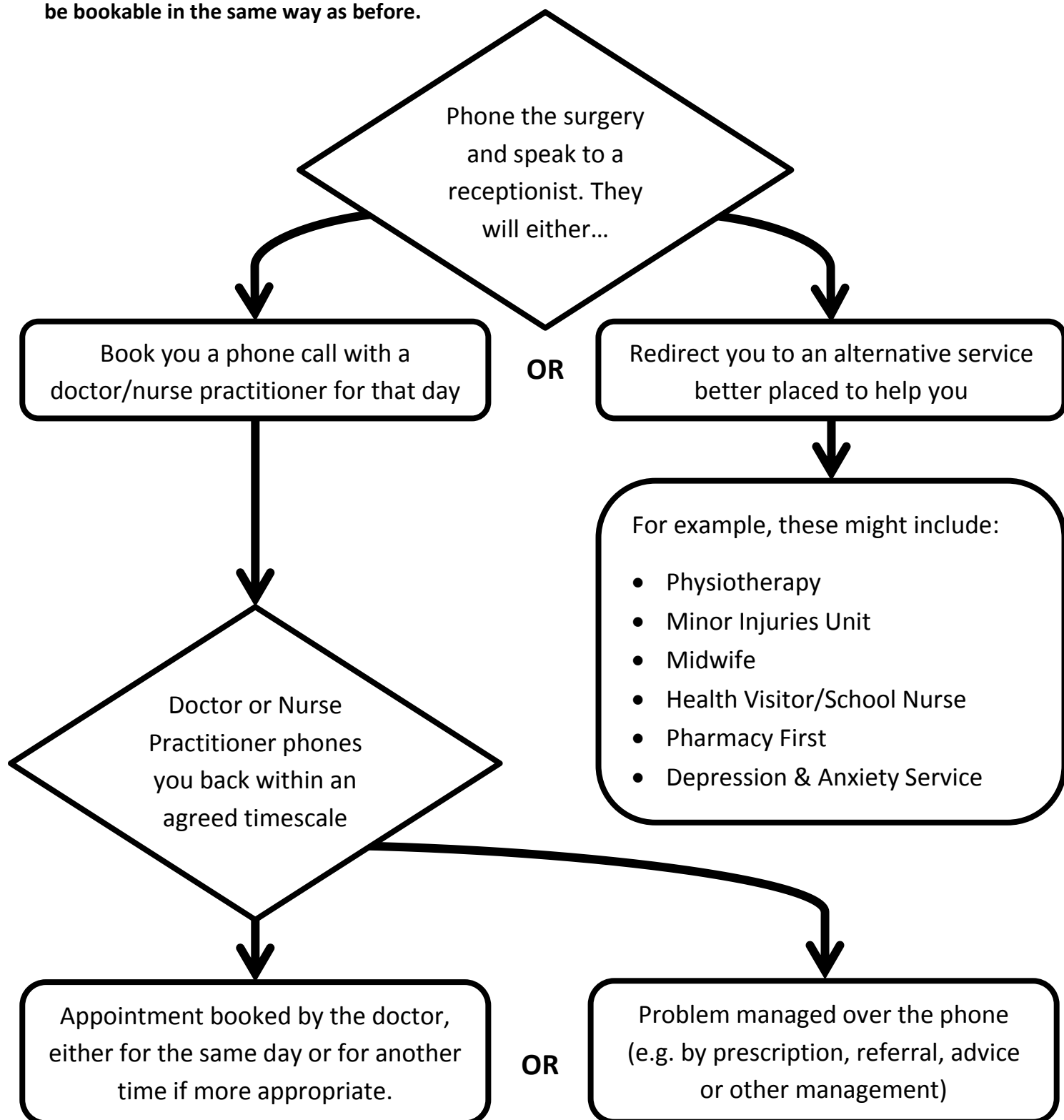


New Appointment System from Monday 6th June

From the 6th June we will be using a new appointment system for contacting the doctor, designed to help ensure you speak to the most appropriate person and avoid you making unnecessary trips to the surgery. An outline of the new process is shown below - for further details including some FAQs, please pick up an information sheet from reception. **Other Nurse and Health Care Assistant appointments will continue to be bookable in the same way as before.**



To begin with, we also plan to set aside a small number of pre-bookable appointments for patients to be seen in the surgery, both during the day and in the early morning. We are finalising arrangements about how best to use these – they will be intended for use in the small number of situations in which a phone call with a clinician first would not be the most efficient way to deal with a question.