

Appointments Policy

Objective:

To provide appropriate appointments for patients needing to see a Clinician – GP or ANP.

To provide these appointments as quickly as possible.

To provide the best level of care to patients as possible.

Protocol:

- Patient presents to receptionist either by phone/in person requiring an appointment
- Receptionist to ask where appropriate, the problem and preferred doctor
- Receptionist to ask for date of birth and confirmation of name when booking.
- Receptionist to offer next available appointment and/or offer a number of appointments as options for the patient to choose
- Where an appointment cant be given, patient is to be given options that include the pharmacy, walk-in centres, 111, OOH or A&E
- More than 2 patients from the same family are not to be given appointments together. This is to reduce risk of non-attendance and thus waste of resource.
- Urgent/emergency appointments to provided on a daily basis that are to be 'triaged' by reception staff to assess need and provide appropriate direction
- Urgent appointments are to be made by phone by the patient at either 08.30 in the morning for those requiring to be seen during the morning session and at 16.00 for those requiring to be seen during the afternoon session
- Telephone consultations are available and are offered upon availability and need. Doctor would then phone the patient at a convenient time and offer appropriate treatment/advice or leave message on their phone and record on the notes
- Online appointments available to patients who have signed up for access via this scheme
- At least one online appointment will be made available daily which can in turn be used by reception staff to book another patient if the appointment has not been taken up by the beginning of that session
- Missed appointments are to be recorded on the patients' files