

# ELY BRIDGE

SURGERY

## GP Appointment System – how it works

- We have appointment only surgeries – no walk ins
- Morning surgery is 8.30am – 10.30am Monday to Friday
- Timings for afternoon surgery vary – generally 4pm to 6pm, but we are sometimes able to offer appointments earlier than this.
- Each day, appointments are made available for that day, one week from that day and 4 weeks from that day.
- This means that if you want an appointment for a Wednesday, ringing on a Wednesday will give you more choice of appointment times.
- A lot of our appointments are available “on-the day” as this seems to suit most of our patients. This continues to be monitored and may change.
- Once a named doctor’s slots are gone you cannot choose to see that doctor, but you may be able to see another doctor.
- If you feel you are too ill to wait until the appointment offered, you must tell the Receptionist. You must give some details of the problem so a doctor can assess the urgency. We have a Confidentiality Policy to which all Receptionists (in fact everyone employed at the surgery) have signed up to.
- If you feel your problem is too urgent to wait until the appointment offered, you must tell the Receptionist who may arrange a telephone consultation.
- The doctor will ring you back to assess your problem over the phone.
- You can also request a telephone consultation for queries regarding sick notes and medication. The receptionist will take your details and the doctor will ring you back the next working day.

**We appreciate patients’ support in making these changes**