

THE GREENWAY MEDICAL PRACTICE

The Greenway Medical Practice is pleased to announce a new system to help you get the appointment you need when you need it. This will start on 29th April 2013.

This is how it works

1. Call us on the main surgery telephone number and ask to make an appointment with the doctor.
2. The Receptionist will ask you for your name and your telephone number. If you need to speak to the doctor urgently, because it is an emergency, tell the receptionist straight away.
3. The Receptionist will ask you to say generally what your health problem is. You don't have to tell the receptionist if you don't want to. But if you can, it helps the doctor decide whom to prioritise for a call back based on clinical need.
4. If you want to talk to a specific doctor, tell the Receptionist. Wherever possible they will arrange it.
5. The doctor will ring you back as soon as they can, usually within 30 minutes. If you want us to call you between certain times, then tell us, where possible, we will arrange that.
6. If your doctor thinks you need to come into the surgery to be seen, or if you would still like to come in, he or she will make an appointment for you.



Questions and Answers ►►►►

This leaflet has been produced with the assistance of Doctor First.
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- **Why is the surgery offering telephone appointments?**
You have told us that when using the current system you sometimes find it difficult to get the appointment you need when you need it, with the clinician of your choosing. It can be frustrating trying to get through on the phone, or waiting long periods for a doctor to ring you back.
- **Can I book a telephone appointment on line?**
Yes you can. Like ordering your prescriptions on line, you can do this via our website. You will need to ask reception for a password if you don't already have one
- **What happens if I have trouble using the telephone?**

With the new system:

More staff will be available to answer the phone, meaning it will be easier to get through.

More doctors will be available at busy times, so call will be returned more quickly.

More appointments will be available, should you need to be seen in surgery.

- **Will I be seen quicker if I come into the surgery?**
Unless your problem is an emergency, you won't be seen more quickly if you come into the surgery to make an appointment. You may have to wait at the surgery. If you can, using the telephone or booking on-line will usually be more convenient.
- **Can I still book an appointment for next week or next month?**
You can still make an appointment to speak to a doctor in advance. However because you can get an appointment on any day that you call, you may find this unnecessary.
- **Are the telephone call recorded?**
No, the calls aren't recorded. The telephone appointments are as confidential as the appointments in surgery.
- **I'm not comfortable telling the receptionist what is wrong, do I have to do it?**
Knowing what your health problem is generally helps the staff at the surgery to make sure those people with more urgent problems are seen quickly. However, you don't have to tell the receptionist what is wrong. If you are not comfortable talking about your health problem, simply say you would rather not and the receptionist will respect your wishes.
- **What do I do if I need an emergency appointment?**
Telephone the main surgery number and tell the receptionist that your health problem is urgent. He or she will put you straight through to a doctor if one is free. If all the doctors are busy, the receptionist will make sure that a doctor calls you back as soon as they can.
- **Can I still make an appointment for a home visit?**
When you speak to the doctor ask for a home visit. If your doctor thinks you need to be seen at home, he or she will arrange this when you speak to them.
- **Are telephone appointments safe?**
During your call with the doctor, he or she will ask questions to help them make a decision about whether you need to be seen in person or not. For example, if your doctor needs to look at something or examine you, you will be asked to come into surgery for the appointment.

If the doctor thinks you need to be seen he or she will always ask you to come in into surgery.

Yes you can. Like ordering your prescriptions on line, you can do this via our website. You will need to ask reception for a password if you don't already have one

If you have difficulty using a telephone, for example if you are hard of hearing, or if English is not your first language, you can still come in to the surgery to book an appointment. Your request will be passed to the doctor who will arrange for you to be seen if necessary.

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