

NORTON BROOK MEDICAL CENTRE - ACTION PLAN

The biggest response we have had over the last few months via the survey and other means is that the appointment system requires clarification and simplification.

We have listened and as a result of this have changed the system and put together a leaflet to explain how the new system will work from the 30.4.12. The new system will enable patients to phone to book appointments in advance – they will not be asked to call back the next day at 08.00hrs which has been the biggest problem. Patients with emergency problems will also be able to seen on the day.

Details of the new system are as follows:-

Norton Brook Medical Centre Appointments

In response to feedback from our patients and staff we have decided to change our appointment system from 30.04.2012.

Our aim: to make the appointment system more flexible and easier to use and to provide an accessible service in which our patients' health needs are met. We value continuity of care, that is, you have a named doctor who knows you and your medical history.

There will be more appointments available to book in advance with your doctor or nurse. This means there will be less pressure to call early to book an on the day appointment. ***Wherever possible please try and book in advance to see your own doctor.***

For urgent, on the day problems, we will have a new 'sit and wait' clinic. These 5 minute appointments will be shared out amongst all the doctors.

We can offer appointments with our highly trained team of nurses for minor illness, contraceptive checks, chronic disease managements, dressings, wound checks or vaccines.

The appointments:

Please work with our receptionists to help you to get the right appointment. You can help our receptionists by giving as much information as possible.

Type 1:

Ten minute allocation: please book in advance. If you feel you need more time eg. for multiple problems, please let the receptionist know when booking your appointment.

Type 2:

Sit and wait: these are 5 minute appointments for emergency type problems. These appointments should be booked on the day. The aim is provide quick assessment and treatment. These are not appropriate for the management of ongoing conditions or multiple problems.

Please help us:

- Keep the emergency on the day appointments for urgent problems only
- Book follow up appointments in advance
- Give us feedback using our forms in reception, or why not consider joining our patient participation group.
- Call 0844 477 8953 if you need to cancel your appointment. Please do this as early as possible to make the appointment available for other patients.

Thank you, Norton Brook Medical Centre