



## Kirriemuir Medical Centre New Appointment System

We know that it can sometimes be difficult to get an appointment with the doctor or nurse you want, or to advance book a day/time which suits you. We also know that you do not like it when you are asked to phone back at 8:30 on your chosen day, because the phone lines are often busy then, and there may be no appointments left when you do get through.

Our new system seeks to address the following key requirements:

- Get an appointment quickly
- Get an advance appointment when required
- See the nurse/doctor of your choice where applicable
- Have sufficient time to meet your health needs during the consultation

This is how it will work:

- $\frac{2}{3}$  of our appointments will now be bookable in advance
- $\frac{1}{3}$  will be bookable on the same day
- Reception staff may offer you a range of options to best meet your needs
- We will reduce the need for you to phone back, although this may still be necessary at times

### **Busy Days**

Sometimes the demand for appointments may exceed the number available. However **we will always see a patient who believes that their problem requires same day attention.**

Please let reception staff know if that is the case. However, if you feel that your problem is not this urgent, reception staff will try to find an appointment that suits you on another day.

### **Which Health Professional to choose?**

**Practice Nurse** – for blood tests, chronic disease reviews (Diabetes, Heart Problems, Blood Pressure, Asthma, COPD, Stroke), dressings, minor injuries, ear syringing, liquid nitrogen, travel vaccinations, INR monitoring, cervical smears, immunisation, pill checks.

**Nurse Practitioner** – for chronic disease reviews, and acute illness.

**GP** – best for new problems where a diagnosis has yet to be made, chronic disease reviews, mental health problems, and any problem that doesn't seem to be best suited to a practice nurse or nurse practitioner.

**Telephone Appointments** – are best for giving results of investigations, or discussing issues such as medications.

## **FAQs**

### **Why have I been asked to phone back?**

If you have asked for an appointment on a particular day, and all the pre-bookable appointments are already taken, then reception staff will ask you to phone back after 8:30 on the day in question, to book a same-day appointment.

### **Can I book in advance?**

Yes.  $\frac{2}{3}$  of our appointments are now bookable in advance with the doctor/nurse of your choice. Please bear in mind that if you wish to book an appointment only a few days away, then all of these appointments may already have been taken, and you may be asked to call back for a same-day appointment.

### **Why did reception staff ask me if I felt I needed to be seen today?**

If there are no appointments left for that day, but you believe that your problem needs urgent attention, we will make appropriate arrangements for you to be seen.

### **What are the late surgeries on a Wednesday for?**

Every Wednesday we have two surgeries that run from 6pm to 8pm. These are designed to meet the needs of patients who find it difficult to take time off work to attend the surgery during normal hours.

All of these appointments are booked in advance, and there is no capacity in the evenings to do investigations such as blood tests. Any emergencies that occur during these hours are dealt with as on any other evening, by the Out of Hours service, contactable through NHS 24.

We recognise that there is unlikely to ever be a perfect appointment system. Your preferred doctor or nurse may not be consulting on the day you want, and during busy times, it may seem difficult to book an appointment that suits your needs exactly. However, we hope that these changes will make it much easier for you to book your appointment with a doctor/nurse of your choice, at a time that suits you.

If you have any suggestions or comments about our new system, please use the comments box at reception.