



Auchtermuchty Health Centre

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WE ARE CHANGING OUR APPOINTMENT SYSTEM

In response to patient feedback and the growing demands being placed on General Practice, we are pleased to announce that as from 4th February 2019 the Surgery will have a new system to help you get the appointment you need, when you need it.

We have created a Multi-Disciplinary Team who are competent to deal and treat a variety of acute conditions and illnesses.

How will the new appointment system look?

- **Emergency Care Team** - This will comprise of a mix of clinicians who will deal with the patients who present on the day with an acute clinical need. (e.g. Advanced Nurse Practitioner, GP)
- **Pre-bookable appointments** - This will comprise of a mix of clinicians and will offer appointments that can be booked up to 4 weeks in advance. This system will allow Patients to request a GP of choice and removes the need to telephone from 08:00 each morning.
- **Open Access** – We will continue to offer an Open Access service each Monday morning. Please note ALL Patients MUST present to reception between 08:45-10:00.
- **House Visits** – We will continue to offer house visits to those who are housebound. Please ensure ALL house visits are requested by 10:00 daily (unless of course it is an emergency)

No routine appointments will be offered from 08:00 each morning from Monday 4th February 2019

You can help us by:

- Ensuring we have an up to date telephone number for you. (home and mobile ideally)
- If you feel you require to be seen that day give the receptionist a general idea what your problem is, this allows us to signpost you to the most clinically appropriate member of the team in an appropriate timeframe.
- If you feel your symptoms are non routine and require to be seen that day please try to call in the morning. Your query will be passed to the Emergency Care Team.
- Since we have removed the "on the day" appointments, if you are looking to book a routine appointment, may we suggest telephoning from 13:30; this ensures the telephone lines are left available for those with an acute illness.

We would like to take this opportunity to thank you for your continued support