

Frequently asked Questions

What changes have been made?

There will be an increased amount of same day / book ahead appointment slots available with the GP both face to face and telephone. If you telephone us, you will be offered an appointment based on your needs and preferences where possible.

How do I request a home visit?

Home visits are reserved for patients who, due to their health are housebound. Visit requests should be made as early as possible to help ensure a better chance of seeing your usual GP. Transport services are available (run by volunteer drivers from the League of Friends of Fairford Hospital) and can be booked via reception. Note: there will be a small charge for this service.

Telephone appointments - what if I am about to leave my house?

The success of the system will depend upon the GP being able to make a return call to you within the time period specified. Please let us know any time when it will not be convenient for you to receive a return call.

What if I need to see a GP urgently?

Please tell the receptionist and they will arrange for you to see or speak to a GP or our Advanced Paramedic Practitioner on the day as appropriate.

What about other appointments at the surgery, for example, to see the nurse?

All appointments to see other clinicians are unchanged and can be booked in the usual way by telephoning or speaking to the Receptionist.

I don't wish to discuss my problem with the Receptionist.

The GPs have requested that the Receptionist inquires as to the nature of your problem in order that you may be given the most appropriate help. The Receptionist are trained, bound by confidentiality and are there to help you. We do understand that you may only wish to divulge your concern to the doctor, nurse or advanced paramedic practitioner - on such an occasion please state that "it's a personal matter" and that will put an end to further inquiries.

Continuation Fitness to Work Statements – who do I need to speak to?

If you require an on-going Fitness to Work Statement, please speak to the Receptionist who will take your details and arrange for the GP to produce another Statement or speak to you to discuss your health progress. Please note, this may not be completed on the same day as we receive your request, so please try to plan this in plenty of time.

Patient Information Leaflet



Hilary Cottage Surgery

**INFORMATION ABOUT
OUR NEW APPOINTMENT
SYSTEM COMMENCING**

6th NOVEMBER 2017

Please take a copy

What work have we been doing?

We have listened to you!

Based on your feedback regarding difficulties in being able to book a GP appointment, we have spent the last 6 months working with the Primary Care Foundation and our Patient Participation Group to analyse and re-design our GP appointment system to enable us to improve access for our patients.

What is changing?

We are introducing a new system with effect from 6th November 2017.

We are hoping that this new system will:

- Improve appointment availability; both same day and book ahead;
- Increase the number of appointments being available to book on-line;
- Increase availability to speak to or see your usual GP, ensuring your continuity of care;
- Give flexibility of appointment types;
- Cut waiting times.

Please bear with us while we make this transition.

Prioritising urgent patients

As well as speaking or seeing a GP for an urgent clinical issue on the same day, you may also be booked an appointment with Rob McGuigan our Advanced Paramedic Practitioner. Rob works on a Monday & Tuesday alongside our GPs & Nurses and sees patients based on clinical need as directed.

Please help us by

- Telephone us in the morning for an appointment or book on-line;
- Telephone us in the afternoon for results;
- If you are unable to attend for an appointment, please let us know so we can cancel it and re-arrange as necessary;
- Please make a separate appointment for each patient that needs to be seen. This ensures the GP has enough time to treat each patient.

And don't forget to

- Tell us if you change your name, address or landline / mobile telephone number to ensure we keep your records up to date.

Your feedback

To help us make the most of this system and make further improvements, we welcome your feedback, comments and further suggestions.

Please use the feedback book provided at the main reception desk.

Surgery Contact Information for Appointment Booking:

Telephone No: 01285 712377 or
book on-line direct from our website:

www.fairfordsurgery.co.uk

(Go to the Online Services Section at the bottom of the page and request an appointment - you need to be registered to use this service – please ask at reception for details.)

Surgery Opening Times

Monday	08.30 - 20.00 (late evening clinic)
Tuesday	08.30 - 18.30
Wednesday	08.30 - 20.15 (late evening clinic)
Thursday	08.30 - 18.30
Friday	08.30 - 18.30