

DAYS OF THE WEEK THAT YOUR GP NORMALLY WORKS

| Doctor | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|-------------|--------|---------|-----------|----------|--------|
| Dr Rosser | ✓ | ✓ am | ✓ am | | |
| Dr Duignan | ✓ | | ✓ | | |
| Dr Burgess | ✓ | ✓ | | ✓ | |
| Dr Morgan | | | ✓ | ✓ | |
| Dr Holt | ✓ | ✓ | | ✓ am | ✓ am |
| Dr Osborn | ✓ | ✓ | | | ✓ |
| Dr Quinn | | | | | ✓ |
| Dr Parry | ✓ am | ✓ | ✓ | | |
| Dr Lazarus | | | ✓ | ✓ | |
| Dr Garmston | ✓ | ✓ | | ✓ | |
| Dr Lacey | ✓ | | | | ✓ |

Telephone number: 01225 896630 and Press Option 2 for Appointments

RECENT PRESS RELEASE FROM CCG:

“The NHS is under considerable financial pressure and the challenges, particularly to manpower within GP practices, are very serious. Individual practices ensure the number of sessions they provide meets the needs of their patient population.”

**Associate Director, Communications and Engagement
Wiltshire Clinical Commissioning Group**

RECENT PRESS RELEASE FROM HEALTHWATCH:

“We know from talking with local people that there are issues across the County in getting a GP appointment because of the pressures on primary care. This fits in with the National picture”.



ON THE DAY APPOINTMENT SYSTEM AT

GIFFORDS SURGERY

1st AUGUST 2016

Dear Patients,

We introduced an “on the day” appointment system back on the 1st of August 2016, we introduced this appointments system as we feel this will be more beneficial for our patients as it allows you to phone on the day you want to be seen when your own GP is working.

What Happens On The Day

On the day you decide you want an appointment with your GP you need to phone reception on 01225 896630 and select option 2. You will then be booked in to receive a phone call from the most appropriate clinician, ideally your own GP, if you phone on the day that your GP is working.

The GP will discuss your problem over the phone with you and if the clinician can resolve your problem over the phone they will do so meaning you do not need to come down to the surgery, but if the clinician feels that your problem will be best dealt with face-to-face they will arrange a mutually convenient appointment with you, usually on the same day.

This should be much more efficient and satisfactory for patients.

We believe this system will help patients avoid having to wait long periods of time to see their GP, or booking appointments just in case they need them. It will also eradicate the problem with patients who fail to attend, which will create a huge saving of appointments for those in need.

Patients are getting their problems resolved much more quickly than we were able to do under the old appointment system.

Patients can still help with demand on appointments by only contacting us when necessary; there are other resources available that can be used by patients to help manage their problems.

These are:

- By using over the counter medication,
- Obtaining advice from your local pharmacist,
- If you are able to use a computer - using the resources available at NHS Choices
- By phoning 111 and asking for advice from that service.

This will ensure that you only need to contact the surgery when these other resources are not appropriate or you have tried them and your problem has not resolved.

If you need any more information please ask one of the reception staff.

We hope that this new system will be beneficial to all our patients.

Regards
Mandy Gurr - Practice Manager