

## Changes to the appointment system

We are changing our appointment system from Tuesday, 29<sup>th</sup> August 2017.

We have listened to the feedback from our patients on the monthly Friends and Family Survey about the difficulty you have in making an appointment. The result is a completely new rota which almost doubles the face to face and telephone appointments available each week.

There will be a significant increase in same-day face to face and telephone appointments directly bookable through reception. Every day, at different times of the day there will be some appointments released for same day booking as well as 48 hour and 72 hours in advance. You can also book an appointment up to 4 weeks ahead.

There are also evening appointments on Monday and Tuesday every week until 7.30 pm.

We also have nurses trained to deal with minor illness and minor injuries and they can prescribe medication if required. We also have pharmacist appointments and nurse led clinics for patients with long term conditions. NHS Health Checks are available with the HCA's too.

When calling, please provide our reception team with some details about the reason for your call so we can make an appointment for you with the most appropriate clinician.

All patients have been allocated a Usual GP and we would encourage you to see the same GP regularly to help build up some continuity of care and help you get to know your GP.

We hope you will now find it much easier to make an appointment at Northville Family Practice. If you make an appointment and then do not need it however, please let us know so we can offer it to someone else.

We encourage and welcome feedback, good and bad, on how you are finding the new appointment system. If you would like to provide this please complete a feedback form available in reception or on the website. If you have a particular challenge or concern about making an appointment please ask to speak with the practice manager, Karen Biddel so we can reflect on this and act as soon as possible.

**Dr. Alison Hutchings**  
**Lead GP**