

## Other important information

### Why do we ask you for details of your medical problem?

We will never force you to reveal details of your medical problem when booking an appointment but if you can give a brief explanation to the receptionist then it will help us to allocate you an appropriate appointment or if needed we can ask the doctor to phone you back e.g for test results etc which can save you from having to make a trip to the surgery

### Home visit requests

Please call in as early as possible if you think you need a home visit. Unless the request is very urgent, most people are visited between morning and afternoon surgery, and the workload is shared between the doctors. Home visits are made at the clinician's discretion and are for housebound patients or for those too ill to come or be brought to the medical centre. Late requests make it difficult to plan the workload and can mean the doctor has to visit without a summary of the patient's medical history- this is not ideal. Please try and request any home visit by 11.30am if possible.

### Need urgent but non-emergency help when the GP practice is closed?

If you have an urgent medical problem which cannot wait until the surgery re-opens please call the NHS 111 Service by dialling 111. NHS 111 is free to call from both landlines and mobiles.

When you call the NHS 111 Service you'll be asked some questions about your symptoms so that you can be directed to the local service that can help you best.

If, for any reason, you are unable to access NHS 111 by dialling 111, please call 020 3402 1111 instead.

You can obtain more information about NHS 111 by visiting [www.nhs.uk/111](http://www.nhs.uk/111)

You can share your experiences of using NHS 111 by visiting [www.patientopinion.org.uk](http://www.patientopinion.org.uk)

### What do you do if you want to speak to a doctor or nurse on the phone?

If you need to speak to a doctor or nurse on the telephone then please leave your details with a receptionist. They will send them a message and the GP or Nurse will aim to respond within 48 hours. If it is an urgent matter and your usual GP is not available then you may be put through to the on-call doctor.

**Our GP's will be working to reduce appointment demand by trying to call patients for telephone consultations when results of tests/ hospital letters require discussion and thereby reduce the need to attend the surgery where possible. Patients can help to reduce the demand for appointments in several ways:**

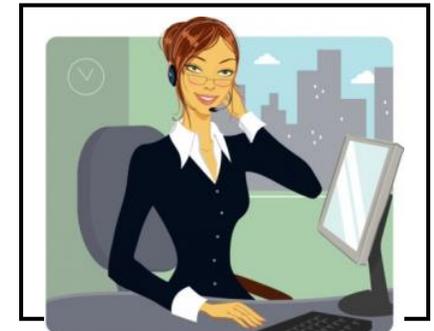
- Avoid running out of medication by requesting prescriptions well in advance and checking that your medication review date is not overdue. On most occasions if you have run out of medication and your review is overdue, the doctor will be happy to issue enough to tide you over for a couple of weeks until you have your appointment. This reduces demand on urgent appointments
- Consider whether the nurse, health care assistant or Nurse Practitioner could deal with your problem. Consider consulting a Pharmacist for minor ailments
- If the doctor arranges investigations / blood tests for you, clarify with them whether you need a review after the results have come back or if you should wait until the doctor asks you to come in. In any consultation discuss with the GP the need for a follow up appointment and when or under what circumstances that should be.

### Text messaging service

The surgery will be introducing a text messaging service whereby patients are reminded of their appointment date and time. If you would like to take advantage of this service when it is introduced then please make sure we have an up to date mobile phone number for you in our records.

## Pinn Medical Centre

### Making an Appointment & other helpful information



## Appointment System

We regularly review our appointment system and have taken into account patient feedback in order to provide the best possible service.

**Our reception is open from 8am-7.30pm and telephones lines are open from 8.15am until 7.30pm.**

We offer the following types of appointment:

- **Routine Appointments**

A percentage of appointments can be booked up to 2 weeks in advance to see a GP of your choice or up to 4 weeks in advance if your usual doctor is one of the Partners.

A percentage of appointments are also available to book 48 hours in advance.

- **Emergency Appointments** – if you have a medical emergency that cannot wait until the next routine appointment is available you will be asked to come down to the practice and you will be booked in with either the Nurse Practitioner or the On-call doctor (depending on the nature of the problem).

Whilst every effort will be made to see you as quickly as possible there could be a wait of up to 2 hours. Unfortunately we are unable to offer medical emergency appointments to fit in around work or school commitments.

Please note that a number of our GP's only work part-time. There is a time table available from reception detailing their usual session times.

## Online Appointment Booking System

We have an on-line appointment facility available. You will need to register for this service so please ask a receptionist for more information.

Once you have registered, please note the following:

- Only Doctors appointments are available online. Appointments to see the nurse or other clinics will need to be booked with a receptionist.
- We have had to restrict this facility so you are only able to book up to two appointments at any one time due to the number of patients not arriving for their appointment.

Our online facility will only show appointments that are available 4 weeks, 2 weeks and 48 hours in advance. If you cannot locate an appointment for the doctor of your choice then it is likely that all of their appointments have already been taken.

Our Reception Manager, Natacha Khan will be happy to help you set up and train you on how to use our online facilities. If you require assistance please leave your details and Natacha or another member of the team will contact you.

## Cancelling Appointments

**It is important that if you are unable to attend any appointment, you inform the Surgery as soon as possible, so that your appointment can be given to another patient.**

You can cancel appointments using our Automated Telephone System or by speaking to a receptionist. If you do not inform us that you will not be arriving on more than one occasion, we will write to you. Consistent failure to keep appointments may result in the person being asked to leave the practice.

## Automated Telephone Appointment Booking System

We have an Automated Telephone Appointment system which is available 24 hours a day.

To use this facility please speak to a receptionist to confirm we have your correct contact number on our system. It will not work if the contact number is different.

Once you are ready then all you have to do is:

- Dial 0208 866 5766 press option 1
- You will then be asked for your Date of Birth in a 6 digit format i.e. 20<sup>th</sup> February 1988 must be entered as 200288.
- Once this is entered you will then be asked to enter the telephone number that **we** hold for you on your records. Most of the time this is a home number and not a mobile number. It is important to check that we are holding the correct information for you.
- If you are a twin with the same date of birth and contact number as your sibling please contact Natacha Khan or Kristina Mein who will need to set a pass code for you.
- You will be given 3 options
  1. See any available doctor on the day
  2. Book an appointment with a Male Doctor
  3. Book an appointment with a Female Doctor

If you press for any available doctor the system will provide you with the first appointment available for any doctor. If you are unhappy with the time then you can change.

If you press to book an appointment with a Male or Female doctor the next step of options is a list of all the doctors. Choose which Male or Female doctor you wish to see.

The appointment system will then ask you whether you prefer an appointment in the morning or afternoon. Select the option that is better for you. You will then be offered an appointment.

**PLEASE LISTEN TO THE APPOINTMENT CONFIRMATION DATE AND TIME TO ENSURE YOU HAVE SELECTED THE CORRECT APPOINTMENT.**