

Forum Comments:

Do you agree with our Proposed Action Plan?

ACTION PLAN:

WITH IMMEDIATE EFFECT:

- Practice to investigate on-line bookings/cancellations via our website
- Practice to seek advice on installation of a new telephone system

FROM 1ST APRIL 2012:

- MJOG is a text messaging service currently used by St Thomas Medical Group for reminding patients of any pre- booked appointments within the next 48 hours. MJOG could be used for cancelling appointments - this will be looked into and reported on at our next meeting
- Practice to open up current booking system to allow pre-booking of appointments four weeks in advance

FROM 1ST MAY 2012:

- A 'Same Day Illness Clinic' will be introduced which is properly triaged with timed appointment slots
- This new Clinic will be manned by a GP and Nurse Monday to Friday 8.30 - 12 noon
- Patients will be able to telephone or make an appointment in person
- The Duty Doctor and Nurse will triage calls and allocate an appropriate appointment with either the Duty Doctor or Nurse in the 'Same Day Illness' Clinic or the patient's own GP within 48 hours

The benefits of this new system:

- It is hoped it will free up existing pre-bookable appointments which in turn will allow fairer allocation of urgent appointments according to clinical need
- Urgent problems will be dealt with that day
- Same Day Illness' Clinic will hopefully reduce the daily demand placed upon each GP and Practice Nurse, giving them more time to spend with patients who have booked appointments in advance
- More routine pre-bookable appointments will be available with patient's own GP

Please make your agreements or suggestions below:

8 Comments - ordered by most recent first.

Email comment author:

[26-Mar-12 10:40](#)

Thank you for trying to make things easier for patients.

Email comment author:

[24-Mar-12 14:29](#)

I am happy that these new measures look as if they will be of benefit to all patients, and hopefully will make appointment times more accurate when attending the surgery.

Email comment author:

[21-Mar-12 15:06](#)

Worth a try. When is the 'Same Day Illness Clinic' going to be reviewed?

Email comment author:

[20-Mar-12 17:27](#)

This appears to be a thoughtful response to issues which have been raised by patients.

Email comment author:

[19-Mar-12 19:38](#)

I think this is a very good idea, and I be interested in seeing if this works.

Email comment author:

Web Administrator | [19-Mar-12 15:03](#)

REPLY FROM SURGERY

I will try and clarify your concerns.

The pre-booking of appointments four weeks in advance is really just an extension to our present booking system - at the moment you can only pre-book three weeks in advance. This was one suggestion highlighted by our PRG that it would be more convenient to be able to book four weeks in advance because sometimes the GP will ask you to "come back in a month to see me" now you can go to Reception and book that appointment without having to wait a week before being able to do so.

With regard to the Same Day Illness Clinic - this clinic is in addition to our existing clinics and purely for patients who feel that it is urgent that they are seen today. You wont be able to pre-book appointments in this Clinic, it will be ringing on the day and speaking to the on duty GP or Nurse who will triage your call and allocate an appointment. If the GP on duty in the Same Day Illness Clinic feels that your clinical need is not urgent for today and more appropriate for you to be seen by your own GP, then the Same Day Illness Clinic GP will be able to give you an appointment with your own GP within 48 hours.

At the moment it is very difficult to pre-book an appointment within 48 hours with your own GP (as outlined by the comments we have received) so we are trying to free up our appointment system so patients can ring and be offered an appointment with their own GP within a couple of days rather than having to ring at 8.30 and take an Urgent for Today Appointment.

I hope this helps? Kind regards.

Email comment author:

[14-Mar-12 15:26](#)

Not entirely sure I understand it. Especially not sure if pre-booked appointments are up to 4 weeks or only 4 weeks in advance? Or will same day clinic triage be the only route to a 48 hour ahead appointment? Just a bit confused.

Will one doctor and one nurse be able to cope with all the emergency appointments especially if they have to triage calls as well as seeing appointments? Sorry if I am being dim.

Email comment author

[14-Mar-12 15:07](#)

Excellent!