

BUXTON MEDICAL PRACTICE POLICY DOCUMENT

BMP/PD – 12

Appointments Policy

Revision History

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Appointments policy

Your appointments policy should be available on the practice website and in the waiting area. It's also a good idea to communicate the policy to new patients when they register. The policy could include the following.

- Surgery times and extended hours sessions.
 - Practice is open 8.00 am to 6.30 pm Monday to Friday except Bank Holidays
 - Appointments will be available mainly between 8.30 am and 11 am in the morning and 2 pm and 6 pm in the afternoon.
 - It will be closed for 1 Wednesday afternoon up to 10 times a year for training
 - Extended hours are Tuesday 6 – 8pm (pre-booked appointments and enquiries (appointments, order prescriptions, etc. No emergencies and no telephones))

Types of appointment available

- Doctors' Appointments
 - Book in advance appointments – these are appointments that can be booked up to 8 weeks in advance. All can be booked through the surgery or a limited type of appointment through the internet.
 - Triage appointments – These are appointments that patients are triaged into if it is decided that they are medically necessary to be seen before the first available book in advance appointment.
 - Telephone Appointments – These are available for issues that you do not believe need a face to face examination. If there is any doubt as to whether an examination may be necessary please book an advanced appointment.
 - Review Appointments – These are appointments that the GP can book a patient who they need to see on a set date, and no book in advance appointments are available.
- Nurses Appointments
 - Default – These are bookable for any time up to 8 weeks in advance.
 - Book on the week – Bookable up to 1 week in advance
 - Triage – For same day urgent issues. The nurse will ring back the patient and triage their issue.
 - Asthma, COPD clinics – specific appointments for Long term diseases. They can be booked through reception.
 - Diabetic Appointments – Booked through the admin office, but can be amended by reception.

- Doctor only slots – to allow time for urgent issues like ECGs, nebulising and Chaperoning)
- HCA Appointments
 - CVD Checks
 - Health Care Assistant Appointments for various Health Checks.
- District Nurses Appointments
 - Clinic – Pressure sores, dopplers and wound care

Appointments can be booked by

- Face to face over the reception counter
- Telephone through 01298 24105
- Internet (after registration which can be done on line) through www.patient.co.uk/access

The practice's commitment to answering telephone calls within a certain time and whether calls are recorded.

- The Practice aims to answer all calls as quickly as it can based on the demand and staffing available at the time.
- Calls are currently recorded.

Requesting home visits and the circumstances when they are provided.

- See home visits protocol
- Generally, home visits are only provided for Patients who are housebound and cannot attend the surgery for medical reasons.
- Visits are shared out between the GP on call, the Advanced Nurse Practitioner, the Registrar and Locum, when available. A specific GP cannot be guaranteed.

Whether patients can request a particular GP.

- A patient can ask for a specific GP. They will be offered the first available appointment with that GP, or a requested date if available.
- If the GP is unavailable or not available within a suitable timescale, they will be offered the first available GP. They can chose to access this appointment or request another but this will be later than the one now offered.

- If none of these are suitable they will be offered a telephone triage appointment with the Practice Nurse or Nurse Practitioner, who will assess their medical need and assign them as appropriate.

When patients can request a double appointment.

- Doctors
 - A double appointment is required where a patient has two or more issues to deal with in one appointment.
 - If the patient believes the issue will require more than 10 minutes to resolve (though they should also be aware that by booking two appointments there are less appointments available for others).
- Nurses
 - Double appointments are required for COPD, reversibility (with one appointment in between)
 - ECGs and Bloods
 - Double ear syringe

How to cancel an appointment.

- By telephone – ring 01298 24105 between 8 am and 18.30 pm Monday to Friday incl.
- Face to face over the reception desk, as above plus Friday 7am to 8am. Over the internet, using www.patient.co.uk/access
- by return Text message, saying 'cancel'.

Practice statement on DNAs.

- A DNA is an appointment that a patient 'Does Not Arrive' for. It wastes this appointment and as such wastes NHS resources and more importantly it wastes the chance for another patient to be seen.
- The vast majority of patients attend their appointments, which is great.
- Please be aware that if you cannot attend for any reason you can cancel the appointment as directed above.

How to summon medical help outside practice hours

- The out of hours service is run by Derbyshire Health United Ltd and can be contacted by ringing 111