

Home Visits

If you require a home visit please request one before 10:00am but please be aware that you may be telephoned to see if the visit is appropriate as home visits are at the discretion of the doctors.

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Please note:

When you telephone the surgery please be aware that the receptionists will ask you a series of questions. This is purely to ascertain how urgently your problem needs to be dealt with and to ensure you are booked in with the most appropriate clinician.

If you have a matter that is personal please mention this to the receptionist when calling. You will however still be asked if this is a 'new' or 'ongoing' condition.

Please note:

If you are more than five minutes late for your appointment or attend the wrong surgery you may be asked to rebook. Please always check the time and location of your appointment when booking.

To ensure that we run to time as much as possible please only have one problem per appointment. If you have more than one problem, you are asked to book a double appointment.

Please do not walk in without an appointment as the doctors and nurses are extremely busy and you may be asked to wait several hours to be seen.

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Please remember there is a wealth of information on the practice website www.westonhousepractice.nhs.uk and the NHS website; www.nhs.uk which may give you the information you need without needing an appointment.



WESTON HOUSE
PRACTICE

INFORMATION
ON HOW TO GET
THE MOST
APPROPRIATE
APPOINTMENT

We are modifying the appointments system to improve continuity and availability of appointments for our patients. Where possible it is always advantageous to see the same doctor for an ongoing problem.

There are four different appointment options available for medical problems:

Routine pre - bookable – these can be booked in advance up to four weeks ahead. These appointments can be booked with your registered GP or the doctor that has been dealing with your current problem and are ideal for problems that require ongoing management.

Routine telephone appointment – several problems may be dealt with on the telephone saving you the need to come to the surgery. This may be requests for sick notes, medication queries etc. These slots are at the start of every doctor's morning surgery. To book one please ask for a telephone slot with your registered doctor or the doctor that has been dealing with your current problem. These slots may be booked in advance.

On the day appointments - every day each doctor has slots that can be booked on that day only. These are particularly useful for those problems that are ongoing but cannot wait for the next available routine appointment. Again it is much more satisfactory to see the doctor that either you are registered with or the doctor that has been dealing with your problem for continuity of care. It will save you having to repeat your history as the doctor will already know what has happened with your care to date.

To make one of these appointments please call your usual surgery at 08:30 each day and ask for an 'on the day' appointment with your specific doctor.

Please note your doctor may be at our other surgery that day so you would be required to see them there. If your doctor is not available that day, the receptionist will instruct you when they are next in so you may telephone on that specific day instead.

Please note: these appointments go quickly so it advantageous to call at 08:30.

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Emergency appointments:

Some conditions need to be treated more urgently than a routine appointment will allow, for so we provide 'emergency' appointments each day. Every day from 08:30 – 18:30 there is a duty doctor at Portland covering emergency appointments and every morning from 08:30 – 12:00 there is an Advanced Nurse Practitioner covering emergency appointments at Hatherley. If you have an emergency condition that needs treatment that day please telephone your usual surgery and ask for an emergency appointment before 10:00 if possible. You may either be offered an appointment or a telephone call depending on your presenting problem.

Please note the following:

- Emergency appointments are reserved for acute conditions that need on the day treatment. They are not for problems that are ongoing.
- If you can not attend the surgery until after 2pm – please do not call until after 2pm. You will be asked to call back.
- If you need to be seen after 2pm you will be seen at Portland (except for Monday afternoon)
- If you require a morning appointment at Hatherley please call before 12 or your call will be transferred to the afternoon.
- You will be asked by the receptionist to disclose your presenting problem. This is so that we can deal with your problem in a timely fashion. For example, a patient with chest pain will be dealt with immediately.
- If you arrive more than 10 minutes late for any appointment you will be asked to rebook. This is so that we may see patients that have arrived on time in a timely fashion.