

GP APPOINTMENTS AT CENTRE PRACTICE ARE CHANGING.

We have been listening to our patients' feedback for some time and the overwhelming message is that patients do not want to wait so long for routine GP appointments.

So we are making a change from 23rd September 2019.

Nurse appointments are not changing.

You will no longer be able to book a GP appointment weeks ahead BUT you will be able to book GP appointments in 3 working days either by ringing reception or by using on line services – [NHS App](#) or [On Line Services](#).

We are always able to see patients on the day when medically necessary - for this we run a TRIAGE service. Call reception and leave a contact telephone number. A doctor or nurse will ring you back and assess your problem, they will then offer you advice, treatment or an appropriate appointment as needed. You can access Triage via [econsult](#) on our website (this may take several hours for a reply though).

We have limited numbers of hard working reception staff and a limited number of telephone lines and are aware of how busy the lines can be from opening at 8am.

Our routine appointments (which will all be for 3 working days after release) will be released for reception and on line booking at **10am** each weekday, with some reserved to be released on line at 8am.

For problems that really cannot wait 3 working days you can call at any time from 8am to 6.30pm. **Calls before 10am should be for urgent same day problems only** – expect to leave contact details and be rung back by the Triage team.

We have a team of 9 GPs

For your information when thinking about when to book (remember the appointments released today are for 3 working days time) here are the GPs' usual working days*:

Monday: Dr Cotterill, Dr Gilmartin, Dr Harris, Dr Hatfull, Dr Phillips, Dr Reynolds, Dr Rushen, Dr Summers, Dr Willison.

Tuesday: Dr Gilmartin**, Dr Harris, Dr Hatfull, Dr Heppell, Dr Phillips, Dr Summers, Dr Rushen**, Dr Warr.

Wednesday: Dr Cotterill, Dr Gilmartin, Dr Harris, Dr Reynolds, Dr Rushen, Dr Warr, Dr Willison.

Thursday: Dr Gilmartin**, Dr Cotterill, Dr Harris, Dr Hatfull, Dr Phillips, Dr Reynolds, Dr Rushen**, Dr Summers, Dr Warr, Dr Willison.

Friday: Dr Gilmartin, Dr Harris, Dr Hatfull, Dr Heppell, Dr Rushen.

*Please note that these change on Bank Holiday weeks, when all the GPs work their hours in the shorter week, and at times when a GP is on leave or out of the practice for training and updates.

**Dr Gilmartin and Dr Rushen work alternate Tuesdays and Thursdays.

How to Make a GP appointment at Centre Practice from 23rd September 2019:

Have you looked at [NHS Choices](#) or [NHS App](#) for advice, used econsult, or asked your Pharmacist about your problem? If not please think about doing so.
GPs are a limited resource and you may be pleasantly surprised to find out how much NHS Choices, Patient Access, NHS App, econsult, or your Pharmacist can help you with!

You are now certain that you need a GP appointment.

Can your problem wait for 3 working days to be assessed by a GP?

Yes



Use [On Line Services](#) or **Patient Access** after 10am each day to book a Routine GP appointment
or
Ring Reception between 10am and 6.30pm on **01329 823456**

No



Ring Reception between 8am and 6.30pm on **01329 823456**
Ask to be rung back by the Triage team
or
use [econsult](#)

What is appropriate for a Nurse Practitioner appointment?

Urine infections.
Chest infection.
Ear infection.
Cellulitis of the leg.
Severe sore throat.

What is appropriate for TRIAGE?

Urine infections.
Shortness of breath (that is new for you).
Chest infection
Cellulitis of the leg
New severe unexplained pain symptoms
Diarrhoea and vomiting that has gone on for more than 5 days.
Very high temperature in a child
Unwell child
A new symptom of a worrying lump
Bleeding in pregnancy
Mental Health Crisis

HOME VISITING

We have limited time in the middle of the day for visiting patients who are truly housebound. If you find it difficult to get out and there are limited times when someone can bring you to surgery, please speak to the triage team rather than requesting a visit. By speaking to you we can usually find a mutually convenient time to see you.