

HOLMES CHAPEL HEALTH CENTRE

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Practice Manager - Paul Carroll

Booking an Appointment - Statement to patients

We recognise that there have been problems in booking an appointment and this has been exacerbated over recent weeks due to clinician sickness absence. We have been listening to your feedback and have been working on a new system to address the current difficulties we are experiencing with a shortage of appointments, and the 8.00am rush to get an appointment on the day.

We have decided to change the distribution of appointments available on the day and appointments that are available to be booked in advance. If you feel you need to be seen urgently on the day please continue to phone from 8.00am, however if you wish to book a routine appointment in advance please ring after 9.30am when the phones should be quieter.

The new system goes live on **Monday 29th October**. You will be asked by our admin staff for a brief outline of your current problem so that we can ensure you are booked in with the most appropriate health professional, as in many cases this will not need to be a GP. We respect your privacy so please inform the administrator if you would rather not divulge clinical information to them.

Please bear with us while we all, patients and staff, adapt to the new system. We will be monitoring the new system closely so that 'tweaks' can be made to get the balance of appointments right. We hope that the changes that are being made will improve things for us all!

Please keep checking the website for regular updates.