

Cancelling Appointments

If you are unable to attend your appointment, please let us know as soon as you can. The easiest way to cancel your appointment is via our patient online access service (please see details below to sign up to this service) You can access this service 24hrs a day. Alternatively you can call us on 01279 603 180 however we would recommend you call after 11am when the lines are less busy.

If you give us enough notice to cancel your appointment it can then be offered to another patient.

Zero Tolerance

The Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that GPs and their staff have the right to care for others without fear of being attacked or abused. The staff understand that ill patients do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However the Practice views the following type of behaviour as unacceptable

- Using bad language or swearing at practice staff
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff, shouting, raising voice to intimidate members of staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Wherever possible, requests will be met and explanations given when they can not.
- Libellous statements or defamatory comments about the surgery or a member of the surgery staff made on Social Networking sites.

We ask you to treat your GPs and their staff courteously at all times.

Frequently Asked Questions

1. How do I request a home visit?

Home visits are for housebound patients only. To request a home visit you need to call before 10:00am. Please make it clear when you are speaking to the Receptionist that you may need a home visit, so they can alert the Doctor. The Doctor will then contact you by telephone in the first instance and if appropriate will then arrange a visit.

2. What if I miss my call for a telephone consultation with a Doctor?

Due to the nature of General Practice the Doctors manage their own appointment list therefore it is not practical to try to organise return calls at specific times. Please call or arrange a telephone consultation when you are in a position to receive a return call. If you miss a call the Doctor will try and contact you once further, as per practice policy, before you will be required to rebook.

"I only need to speak to a Doctor"

A telephone consultation is still classed as a consultation with the Doctor.

Comments / Suggestions

We understand that this appointment system will not be ideal for all patients all of the time, however through experience and Patient Satisfaction Questionnaires we have found that it works very well the majority of the time.

If you have any comments and suggestions with regards to the appointment system please visit our



INFORMATION ABOUT OUR NEW APPOINTMENT SYSTEM



Central Surgery, Bell Street, Sawbridgeworth,
CM21 9AQ

01279 603180

www.centralsurgerysawbo.nhs.uk

Making appointments

There are several different ways of making an appointment which include the following:

- In person - the surgery doors are open 8:30am-6:30pm
- By phone 01279 603 180 - the phone lines are open 8:00am-6:30pm
- Patient Online Access

How does the appointment system work?

To book a same day consultation with the Doctor you will need to call the surgery before 10:00am, the surgery lines open at 8:00am.

To make a pre-bookable (advance) face-to-face appointment or telephone consultation with the Doctor you will need to call the surgery after 10 am.

Pre-bookable consultations will be released on a rolling week basis. Therefore, if available, you will be offered a pre-bookable appointment or telephone consultation for the following week.

Please note the surgery has limited capacity and you will be signposted as appropriate.

Pre-bookable face-to-face appointments can also be booked via patient online access.

You can help us by:

- Being on time for your appointment, and letting us know if you need to cancel.
- Telling us if you want someone to accompany you during an examination, or whether an interpreter/communication support is needed.
- Calling for a home visit or urgent appointment before 10:00am.
- Ringing for prescription queries or for results of tests after 10:00am.

Booking an appointment with a Practice Nurse or Healthcare Assistant

To make an appointment with the Practice Nurse or a Healthcare Assistant please call the surgery after 10:00am. You can also make appointments at the reception counter or via our patient online access.

Please book appointments appropriately as identified in the "slot type". If you book an inappropriate appointment you may be asked to rebook upon attendance.

Patient Online Access – Over the age of 16

Patient Online Access gives you the ability to order repeat prescriptions, book routine appointments with the Doctor, Nurse or Health Care Assistant and view parts of your health records.

To apply for patient online access you can either request an application form from reception, or you can download the form via our website www.centralsurgerysawbo.nhs.uk.

Once you have completed the form and brought it back **in person**, with photo identification (driving license, passport), you will receive your pin via your chosen method of communication in due course.

Please note if you don't have a valid form of identification please ask to speak to the Practice Manager.

Make the Most of Your Appointment

Before your appointment:

- Write down details of your symptoms, including when they started and what makes them better/worse, and any medications you currently take.
- During your appointment: make sure you ask all the necessary questions regarding tests, scans, what treatments can be offered, how they work and identifying a treatment plan.
- Before you leave: be sure not to leave without covering all concerns/questions you have, and knowing the exact plan for what is to happen next.

Note: it is useful to write everything down, your questions, what is discussed, and any details or dates for upcoming treatment.

Care Navigation

Care Navigation is a person-centred approach that uses signposting and information to help primary care patients move through the health and social care system as smoothly as possible to ensure that unmet needs are met.

Reception staff will ask you for a brief outline of your symptoms. The Doctors would like to reassure you that all staff are fully trained in confidentiality and have been instructed to ask questions relating to your health. The information provided helps us prioritise and signpost you to the appropriate care pathway ie Minor Illness Nurse, telephone consultation with a Doctor, face-to-face appointment with a Doctor or to another service - Pharmacist, Social Services, Community Teams, Minor Injuries Unit etc.

Medication Reviews

When your medication review is due you will receive medication review paperwork in the post.

On your medication review paperwork it will state what you need to do to complete your annual review. This may include a blood test, blood pressure etc. You may also require an appointment or telephone consultation with a clinician after you have had any tests required. Details of any tests, checks and appointments you need will be outlined in the letter you receive.

Please note your medication will not be stopped if your medication review is due. If you run out of medication prior to your review please put a hand written request in to the surgery and an interim

**issued.
days for**



**prescription will be
Allow 3 full working
your prescriptions to be
processed.**