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**APPOINTMENT BOOKING APRIL 2017**

The surgery operates an appointment only booking system.

All Monday appointments are “book on the day”.

Online appointments are available for “book on the day” and advance booking for up to 6 weeks (subject to availability).

**Booking in advance**

Clinics are applied 6 weeks in advance. A portion of those appointments will be released in advance; however the number of appointment & the days on which these are released will depend on resources available.

Where patients request to see a specific GP we will aim to meet that request if there are appointments available.

If an appointment with a specified GP is not available we will offer an alternative.

If no advance alternative is available patients will be advised to book on the day.

**Booking on the day**

Our telephone lines are extremely busy at 8am, so our policy is to offer the 1st available appointment (in time order).

If a specific request for either GP or time is requested we will aim to meet that request.

If the GP or time requested is not available we will offer an alternative.

Once our routine appointments for the day are filled we have an emergency ‘sit & wait’ clinic, however this is intended for problems that cannot wait till the next day.

**Cancelling appointments**

Appointments can be cancelled using the online system, & this includes the option to cancel nurse appointments.

We ask that patients tell us in person, by telephone, or online if they can’t make an appointment, as soon as possible, so that the appointment can be used by another patient. This applies whether an appointment is booked in advance, on the day or is for the sit and wait clinic.