



# IMPORTANT APPOINTMENT INFORMATION FOR PATIENTS



## KENSINGTON PARTNERSHIP

### APPOINTMENTS POLICY

Appointments with GP's and Nurses are usually available -:

**Monday to Friday - 08:00 to 18:30**

**Late Night Opening – Wednesday from 18:00 to 20:30**

*The surgery closes at 12.00pm the 3rd Wednesday of every month for staff training*

- All appointments are for a standard duration of **10 minutes**
- **One appointment per person only**, please do not ask us to deal with other patients during your consultation.
- If feel you require more time or have **multiple problems** to discuss, please advise the receptionist when making your appointment as you may require a longer appointment or you may need to make a further appointment to discuss all your problems.
- A friend or relative may accompany you to your appointment if you wish.

### APPOINTMENT OPTIONS

There are a number of different types of appointment which can be booked to suit differing circumstances:

#### **1. ADVANCE BOOKINGS**

GP and Nurse appointments are usually available up to 2 weeks in advance. If you wish to ensure you see the same GP or nurse then we would advise advance booking where possible.

#### **2. SAME DAY APPOINTMENTS**

There are a limited number of appointments with GPs available each day which are intended for patients with acute (short) illnesses which have very recently developed. As these appointments are limited they are not intended to use for reviews of long term conditions which will normally be reviewed by our trained Nursing Team.

#### **3. EXTENDED HOURS APPOINTMENTS**

There are appointments available on evenings and weekends at a surgery within the Bradford locality. These are bookable by receptionists, therefore if you wish to see a GP or nurse outside surgery hours, or if there are no appointments available to book at our surgery, please ask for an evening or weekend appointment. These are intended for working patients or those who can't get to day-time appointments.

#### **4. EMERGENCY LIST**

If you feel that you need to see a doctor the same day and it is an emergency that would place you in a critical condition please advise the receptionist – you will be placed on the triage list for a doctor to call you back. If your problem can be dealt with over the telephone, then this will be done. If the doctor feels that you need to be seen, you will be given an appointment to see a suitable clinician.

#### **5. ONLINE APPOINTMENTS**

Some GP appointments are available to book online. If you want to book appointments using our online service, please speak to a member of reception staff and ask to register for this service. You will need to come into the practice and fill in a registration form in person with proof of ID.

#### **6. NURSE APPOINTMENTS**

The nurses hold daily clinics. If you wish to book a nurse appointment, please inform the receptionist of the reason for your visit as we need to make sure we book the correct length of appointment for your needs.

#### **7. HOME VISITS**

Home visits are **only** available for housebound patients. Please contact the Surgery before 11:00 am as this allows us to plan the doctor's time.



## MISSED APPOINTMENTS

**Patients who fail to attend for their appointments and do not inform the practice incur significant cost to the practice and to other patients in terms of lost appointments. The practice is committed to providing appointments to meet the needs of patients but cannot replace appointments lost due to failure to attend.**

- Recently the practice 'Did Not Attend' (DNA) rates have been rising - all of these appointments could have been made available to other patients.
- Please help us to help you by always cancelling an appointment in good time, to enable us to rebook for someone else, if you are unable to attend or no longer need the appointment.
- Abuse of booking and missing appointments through online services will lead to access to online services being revoked.
- It is our practice policy to monitor all cases of patients not attending appointments (Did not Attend—DNA) and contact may be made with patients who fail to inform the practice that they will not be attending their appointment.
- Patients who repeatedly fail to attend appointments and do not contact the surgery in advance will be sent a letter confirming the practice appointment policy and asking if there are specific problems preventing them from letting us know.
- A further DNA appointment following the issue of the letter will result in review of the circumstances by the Practice Manager and one of the Partners to determine what action will be taken.

### **POSSIBLE OUTCOMES IN THIS SITUATION ARE:**

- The patient will be invited to meet/speak with the Practice Manager to explain why they have difficulties in failing to notify the surgery.
- The patient will receive a further warning letter that additional occurrences of DNA will result in their removal from the practice list.

- We will also monitor patients who fail to attend appointments at Hospitals and other clinics to which they have been referred.
- Should you have any comments, suggestion or concerns regarding our policy on appointments please ask to speak to the Practice Manager.

## EMERGENCY

If you require a doctor outside of the surgery hours please telephone

- Out of Hours service - **111**
- **999** in cases of emergency only

## NO LONGER ABLE TO ATTEND?

If you are unable to attend your appointment please contact the surgery as soon as possible as we can then give the appointment to someone else.

Wasted appointments result in wasted doctor/nurse time as well as patients being unable to see the doctor/nurse on the day they would like.

## PATIENTS ARRIVING LATE FOR APPOINTMENTS

Patients should aim to arrive **5-10 minutes early** to take account of queues at reception. We cannot make allowance for external delays such as traffic.

If a patient is **AT ALL LATE**, they should be told that they may **NOT** be seen, but the clinician will be asked if they are able to see the patient [which will be based on their clinical discretion]. They may have to wait while 'on time' patients are seen first.

## BOOKING INTERPRETOR/CHAPERONETO ACCOMPANY A PATIENT DURING A CONSULTATION

If you require either of these services please make this known to the receptionist prior to your appointment so we have time to make these arrangements.