

You Said, We Did January 2024

You Said...

See the doctor sooner, after 1 week, not 4 weeks.

We did...

Routine appointments can be booked up to 5 weeks in advance. We do keep some slots back to book within the same week, and we ask patients to tell us if they are unable to keep an appointment so we can utilise cancellations to see patients sooner.

You said...

More face-to-face.

We did...

The majority of our appointments are face-to-face, however, we do use telephone appointments if clinically appropriate.

You said...

Not wait for too long.

We did...

We try to see patients at their allotted appointment time, however, unfortunately, sometimes we can be running late; this may be due to unforeseen circumstances or emergencies. We do have notices advising that if you are still waiting 20 minutes past your appointment time, to speak to reception and they will investigate and provide you with an update.