



HOW TO BOOK AN APPOINTMENT

Request an appointment using

- online booking system
- in person at the surgery
- telephone the surgery - 01296 330330

Two different types of appointments

- UCS – Urgent Care Service – urgent appointments
- Pre-bookable routine appointments – for those patients who want to book more than two days and up to four weeks ahead

URGENT APPOINTMENTS

Should you require the UCS, urgent on the day appointment and are over 16 you should use the **Ask First** app. If under 16 or unable to use the Ask First App you will need to ring the surgery and speak to the receptionist who will ask for your contact number and brief reason so that a clinician can call you back. The majority of practice nurse appointments are pre-bookable.

PRE-BOOKABLE APPOINTMENTS

There are also appointments which you may pre-book up to four weeks in advance to see your doctor or one of our health care team. This option is helpful if you need to plan ahead.

SIGNPOSTING

Westongrove operates a system called 'Signposting'. This is a software programme used by the reception team that has been written by the Doctors. It points a patient towards the most appropriate member of the clinical team based upon their current ailment / reason for wanting to book an appointment. Therefore when you contact the surgery our reception staff will ask you why you would like to book an appointment and it is most helpful if you can give them a reason.

Our team of clinicians include Pharmacists, Paramedics, Physiotherapists or a member of our highly trained nursing team. Some of our nurses are specialists in different areas such as asthma and diabetes, and it makes sense that for such conditions patients see these nurses. There are also some problems such as rashes, earache, coughs, colds etc that are dealt with by the nurses. Specialist Nurses are able to diagnose and instigate a prescription and refer to

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the doctor if there is anything that requires a second opinion. This enables the Doctors' appointments to be used for patients with more complex health problems. There may be instances when your query can be answered by a phone call from one of our clinicians.

Why we have the system

Our system is in place to make appointments accessible and to meet the needs of our patients within an appropriate time frame while using the resources that we have as effectively as possible.

How it will help you

By giving the receptionist as much information as possible we will be able to make sure that you see the right person the first time. Please do not be offended if the receptionist asks the reason for your appointment as it will only be asked so the right solution can be found. At all times, any information given to our staff will be treated in the strictest confidence.

If you need further information:

Internet www.westongrove.com

Bedgrove Reception 01296 330330

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