



SITE: WENDOVER HEALTH CENTRE

HOW TO BOOK AN APPOINTMENT.

This leaflet will explain:

- **The system for booking an appointment**
- **Why we have this system**
- **How it will help you**

Request an appointment using :

- online booking system (currently unavailable for some appointment types)
- in person at the surgery. We are open 8am – 6.30pm Monday – Friday, Saturday 8am-12pm and until 8pm on Tuesday
- telephone the surgery on 01296 623452. Lines are open Monday–Friday 8am–1pm & 2pm – 6.30pm

We offer two different types of appointments :

- Urgent appointments with our Urgent Care Service
- 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 an urgent, on-the-day appointment and are over 16 please use the **Ask First** app. If you are under 16 or not able to use the system, you will need to ring the surgery and speak to the receptionist who will ask for your contact number and a brief reason for the appointment so that a clinician can call you back – subject to appointment availability. They will discuss with you whether your needs are best met by advice or a prescription over the phone, an appointment to see a clinician that day or a home visit.

PRE-BOOKABLE ROUTINE APPOINTMENTS

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

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. 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 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.

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.

ONLINE BOOKING SYSTEM

You can't book an appointment online with your registered GP via Patient Access at the moment, but there are some nurses appointments that can be booked online. If you wish to register to use the internet booking system, you will need to bring in proof of identification and residence e.g. driving licence, council tax bill, utility bill, bank statement and complete a short form. The reception team will then be able to print off your registration documents that will include your log on and password. You will also be asked to sign a patient contract to agree with the terms and conditions of using the system

TRAINING PRACTICE

Westongrove Partnership is a training practice which means that each year we have a number of GP Registrars that join our team. Registrars are qualified doctors who have worked mainly in hospitals until now. It is important that throughout the year the GP Registrars gain as much experience as possible, seeing a variety of patients with different problems. Sometimes these will be joint appointments with the GP Registrar and their trainer, sometimes they may be videoed to be discussed with their trainer during a tutorial and on other occasions they will be just with the GP Registrar.

LONG TERM CONDITIONS

Patients with certain long term conditions will be invited to an annual health review with one of our specialist nurses. Please contact Westongrove Recall on 01296 633512 to book one of these appointments.

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.

Useful Contact Information

Internet www.westongrove.com

Westongrove Recall : 01296 633512

NHS Direct (for health advice): 0845 46 47

Wendover Reception: 01296 623452