

# HOW OUR APPOINTMENTS WORK

The reception staff will triage your call to ensure you see the most appropriate clinician, at the right time for your condition. They are working under the strict instructions of the clinicians.

If you have an appointment with a GP, this will be a telephone consultation first, if the GP feels you need to be seen, you will be given an appointment to see them face to face.

If you are booking in with some clinicians you will be asked if you want a telephone or face to face appointment - it will be your choice, unless your medical condition means you will need an examination.

If you telephone and there are no available appointments for the day, we recommend if you are worried about your condition or need further advice that you telephone NHS 111.