



Craigshill Health Centre

Guide to appointments

Appointment systems are often a source of frustration for both practice staff and patients alike. The purpose of this guide is to provide patients a guide on our appointment system, how to book and why we operate this way.

On the Day System

We have appointments available for patients to call on the day. We offer a telephone appointment in the first instance. The GP will call the patient and if they feel necessary, will invite the patient in for a Face to Face (F2F) appointment.

The GP will call either in the morning or afternoon as arranged on the phone. If you have a specific timeframe you would like the GP to call you, please advise the reception staff who will let the GP know.

How to book?

Please call us on 01506 432 621 Option 2.

Why have this system?

We previously operated with a pre-bookable system which unfortunately resulted in many patients who Did Not Attend (DNA) their appointments. This previously resulted in 83 days of clinical time lost in one year. An on the day system limits DNAs considerably and means more patients are treated by the clinical staff.

Studies have found that an on the day system is safer for patients with poor mental health.

Signposting

We trained our reception staff to signpost. They ask for your symptoms which they pass onto the GP. This is really helpful for the GP to know your symptoms prior to contacting you. If you have a symptoms that can be treated by the Pharmacy or Optician for example, the reception staff can signpost you appropriately. This saves you time, and allows you to be seen by the right person.

Nursing Appointments

All Nursing and Phlebotomy appointments can be booked up to one week in advance. The only exceptions are INR Bloods.

Pre-bookable Appointments

We understand the telephone lines are extremely busy first thing in the morning. This can be very frustrating and also makes things tricky for those who work.

We have a limited number of pre-bookable appointments each day. They are released one week in advance and come in two different formats:

Extended Hours – available from 0730 – 0815 (typically telephone appointments)

When available:

Tuesday to Fridays 0730 – 0815

One week in advance

Pre-bookable F2F appointments – from 08:30 – 09:00 (patients can choose to have a telephone appointment in this slot should they wish).

When available:

Monday to Friday 08:30 – 09:00

Released a week ahead every Monday

Emergency Triage

Patients who call and have an urgent medical condition that cannot wait can be added to the Emergency Triage team. This is made up of the Duty Doctor and Advanced Nurse Practitioners who will call back in the first instance.

When available:

Monday to Friday

Urgent, on the day service

Practice Mental Health Nurse

We have a PMHN in all day on Mondays and Fridays. Appointments are a mix of F2F and Telephone Consultations.

When available:

Mondays and Fridays

One week in advance

GP Physio

We have a Physio in all day on Thursdays. If you have an MSK issue (problems with muscles and bones) you can arrange a F2F appointment. The Physio is the expert in all MSK issues and can also arrange medications and Fit to Work Notes when necessary.

When available:

Thursdays, one week in advance