

Changes to Our Appointment System!

As winter approaches, our clinical team is gearing up for additional pressures, we are introducing a streamlined New Patient Triage Process for a more efficient and personalised experience.

Some of you will already be aware as you have used the system online or been asked the questions via the phone we will fully launch this for all appointment requests on Wednesday 27th December 2023.

Here's how it works:

1. Provide us with detailed information when requesting an appointment through our website's online triage form or by calling our friendly Reception team. The more we know, the better we can assist you.
(We have no plans to prevent patients from contacting the surgery by phone)
2. Your request will be assessed by our lead clinician, who will determine the most suitable outcome for you:
 - a) Immediate contact for a Face-to-Face appointment or telephone consultation on the day
 - b) Within 2 days
 - c) Within 2 weeks (depending on the situation)
3. Alternatively, you may be directed to a trained team member (Referral to Community Pharmacy, Nurse Practitioner, Practice Nurse, Clinical Pharmacist, Physio etc.) capable of providing an outcome based on the information you've provided.
4. In some cases, our team may make a decision and provide treatment without the need for an appointment.

Stay connected by ensuring we have your correct contact details and consent for communication via text or email.

We understand change can be unsettling, but as we enter the busiest time of the year, this new approach helps us protect you and our clinical team, ensuring they can deliver care efficiently and safely.

Your feedback matters! We'll be closely monitoring the process, making minor adjustments as needed.

Thank you for your ongoing support and understanding.

Best regards,

The Great Staughton Team