Green Meadows
doctors surgery

New GP appointment booking system – October 2017

Last year's patient survey confirmed that many Green Meadows patients were experiencing difficulties with some aspects of the appointment booking system. The Practice listened and in conjunction with the Patient Participation Group has responded by working hard to develop a new appointment system, better placed to meet the evolving needs of patients. Major focus was placed on more 'plan ahead' appointments with Doctors.

The Practice has introduced appointments that are bookable 24 and 48 hours in advance. We have increased the proportion of pre-bookable appointments from 1 to 6 weeks many of these are available to book online. If you have not yet registered for online services we encourage you to do so as this will give you access to a wide range of available appointments to book at your convenience including outside our core opening times. Please ask at Reception for an online access registration form.

From October 2017 our new range of appointments will be released for differing time periods. We believe this will help with maintaining services for unplanned periods of ill health better balanced with more planned pre-bookable ongoing and follow up requirements. There will be the following appointment slots available:

24 hour / 48 hour / 72 hours – 1 week / 2 – 3 weeks and 4,5,6 weeks

Additionally, there will be some appointments available to book on the day for **_acute_** medical problems. The Practice hopes that the majority of appointments will now be booked online and by telephone in advance, rather than patients attending on site at 8am on the day.

Of course, with any large scale change we will need to monitor how this operates in reality, we may need to make changes to the proportionality of the differing slots once we see how they are being used.

Thank you in advance for your support and patience during this time. We hope that patients will find this a much improved experience to help plan ahead, where possible, your healthcare appointments.