

# THE APPOINTMENT SYSTEM WILL BE CHANGING IN JANUARY!

From Monday 15<sup>th</sup> January, we will be changing our appointment system.

## WHAT?

We will no longer be triaging patient requests for “same day” appointments and telephone calls.

Our receptionists will instead:

1. Ask about your needs
2. EITHER book you straight into the most suitable appointment (on the day or routine) with a GP/other medical professional
3. OR direct you to alternate services if appropriate.

We ask for your cooperation and understanding whilst we adapt to the changes, both staff and patients.