

TAYVIEW MEDICAL PRACTICE

OUR APPOINTMENT SYSTEM IS CHANGING

Commencing 02/09/2019, our appointment system will be changing to reflect the needs of our patient population whilst attempting to reduce the non-attendance rate of patients who fail to attend or cancel their appointments.



Main changes:

- Following a recent audit of our non-attendance rates, the practice will no longer offer advanced appointments to see a GP which are greater than a 1 week period.
- Patients seeking to arrange a routine appointment will be offered advance appointments to book. The reception staff, where able, will offer you an appointment for either the following two days or 1 week ahead.
- Urgent appointments will still be available each day however patients must state they require an urgent appointment if they feel their symptoms are of an urgent nature.
- Patients who are asked by a GP to return to see them, will be provided with an appointment to return. The GP will give you an appointment slip to take to the main reception to arrange the appointment.
- Online appointments will continue to be available for booking and we would **strongly encourage** patients to use this facility given the high number of calls received by the practice each morning. Please speak with a receptionist to register for this system. Routine appointments will be released online, each day, at 08:00 to book.
- Our receptionists will enquire with you as to the reason you are requesting an urgent appointment. They only require a brief description in order to ensure that your appointment is either allocated to the most appropriate clinician or that you are directed to a more appropriate health care provider.