

INFORMATION ON HOW TO EFFECTIVELY OBTAIN APPOINTMENTS AT THE FARNHAM DENE MEDICAL PRACTICE

This information is to help patients find the best way possible to book an appointment to see either a GP or a nurse. We like to encourage our patients to see a nurse where possible particularly for check-up and follow up appointments. Appointments with the nurse are far more readily available and the time pressures on each appointment are not as prevalent as with the GPs.

Automated System

- Our automated phone booking system is available at both sites by ringing the Bourne number (01252 730100) during the following times.
 - Monday-Friday 6.30pm-8.00am
 - Weekday lunchtimes 1.00-2.00
 - 24 hours Saturday/Sunday & Bank Holidays
- By using your telephone number and date of birth you can book an appointment with any GP or selected appointments with the nurse/phlebotomist at any time.
- Appointments can be booked up to 4 weeks in advance.
- It is also possible to check, cancel or change an existing appointment using the automated system
- Appointments are released to the automated system throughout the day so if you try and cannot get an appointment when you would like one, try again a few hours later as things may have changed.

Booking appointments via a receptionist only

- Phone lines open at 8.00 (FCfH) 8.30am (Bourne) Monday - Friday, and "on the day appointments" can be booked from that time.
- If you are unable to obtain an appointment for later that day, and it is not urgent for you to be seen that quickly, please ask the receptionist if there are any appointments available in the week ahead, as a number of such appointments are available.
- Or if your problem can be dealt with over the 'phone, you could ask for a "telephone appointment". These are booked on the day, and the doctor will call you at a specified time to discuss your problem.
- However, if your problem cannot wait until the next working day and no routine appointments are available, please ask the receptionist for a 5 minute "assessment appointment".
- Nurse appointments are booked with a straightforward book-ahead system with no allocated "on the day appointments". It is also easier to obtain a nurse appointment and consequently we would suggest that, unless you specifically need to see a GP, you book your appointment with the nurse where possible. However, if you make an appointment with the nurse and she feels that you need to see the doctor, then the GP should be able to do this at the same time.
- Please note that the 'phone lines are closed between 1.00-2.00pm for lunch, and the surgery shuts at 6.30pm.