

Changes to the Appointment System June 2009

Farnham Dene Medical
Practice

Following our recent patient survey and taking into account the views of our patients, we will be making some changes to our appointment system from 15 June 2009.

The main changes will be as follows:

- The automated system will no longer be available when the surgery is open. This will ensure that patients that wish to speak to a receptionist are able to get through more reliably than is currently possible.
- There will be changes to the availability of appointments, offering “book on the day” appointments for patients that need to be seen more urgently, or “routine” appointments that can be booked up to 4 weeks ahead for those patients choosing to plan their appointment time.
- We also intend to ensure that patients requiring an emergency appointment that cannot wait until the next available routine appointment are dealt with in a five minute assessment appointment with one of the doctors.
- A selection of appointments will continue to be available to the automated appointment system from 18.30 each evening until 8.00 in the morning. It will also still be available at weekends.
- There will also be appointments available to the automated system to be booked over the lunchtime period between 13.00 and 14.00.
- Appointments will be available from 8.00 on a Wednesday morning at the Bourne Site.
- We will continue to offer evening appointments between 18.30 and 20.00 on a Monday and Thursday, but will encourage those patients that are unable to attend during the day to use these.
- Saturday morning appointments will continue to be available.

Further changes in the near future will include a change to our telephone system allowing patients to have a separate line for booking appointments. We will be keeping you updated of our progress with this.

We hope that these changes will help us to continue to offer a good service to our patients and will make it easier for patients to obtain appointments with the doctors. However as with any new system, we may need to make further changes to ensure its efficiency and hope that our patients will understand any problems that we may have in the initial period.

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