

AUTOMATED TELEPHONE BOOKING SYSTEM

Farnham Dene Medical
Practice

PLEASE NOTE for FCfH patients to access this service they will need to ring the Bourne telephone number 01252 730100

- The purpose of this service is to enable patients to make appointments out of normal surgery hours as well as ease the load on the phones at busy times.
- Automated booking is available out of hours only during the following times:-
 - Monday-Friday 1-2pm**
 - Evenings 6.30pm-8.00am**
 - Weekends 24 hours**
- You will be given the option to press 1 to book at the Bourne or 2 for Farnham Centre for Health.
- The system will then ask for your telephone number (the STD code is not necessary) and date of birth as 6 digits (i.e. 19.07.54). Once your details are confirmed it gives the option of booking with a specific GP, or next available appt with any GP.
- If a specific doctor is selected it will ask if you require a specific date (key in date, i.e. 2301 (for 23 Jan)) or just next available (press 0).
- When you find an appt you wish to accept you need to press 0 to confirm. If you fail to do this no appointment will be booked. The system will then confirm the appointment, who it is with and what site you are booked in at. If any of the details are not as you expect you will need to cancel the appt and start again.
- If there are no suitable appointments available please try again in a few hours as appointments are being released all the time.
- Appointments are released 4 weeks in advance. However, if you need to be seen that day it may be preferable to make an appointment via the receptionist during opening hours.
- Blood tests and chronic disease reviews can also be booked.
- **Appointments can also be checked, changed or cancelled using this system.**

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