

## **Saturday morning/ Monday and Tuesday evening pre-bookable appointments**

Feedback has been received from a number of patients who, (due to being at work during the week) are restricted as to when they can come and see a GP for a non-urgent appointment.

On that basis we have now introduced the option for patients with genuine work commitments to be able to request a pre-bookable GP appointment up to 2 weeks in advance to be seen:

- Between 6.30pm-7.30pm on Monday/Tuesday evenings (excluding bank holidays) or
- (From Saturday 7<sup>th</sup> June) Between 9.00am-12noon on Saturday mornings - these will be pre-bookable appointments only

This is a new initiative and it is important that we ensure that these specific prebookable appointments are kept solely for patients with genuine work commitments.

Anyone wishing to book one of these particular appointments will therefore be asked to confirm their occupation at the time of booking (and the nature of the problem). This isn't to be nosy or intrusive it is simply so that we can ensure that the appointments are used solely for patients who work. The GP may also ask the patient concerned to confirm the name of their employer during their appointment (as a further means of ensuring that it is an appropriately pre-booked appointment).

Although the above changes are to assist patients who are busy at work during the week it is recognised that other patients (not just those that work) have commitments which can sometimes restrict the times when they can attend for appointments too (e.g. carers). Such patients can pre-book a weekday appointment (subject to availability) up to 2 working days in advance (as this option has been available since March to all patients).

Same day appointments are available for any patient who feels that they need to be seen on the day. These have to be allocated in time order (irrespective of whether the person seeking the same day appointment is at work) –with the morning appointments being booked first until full before any later 'same day' appointments can be booked. Patients are always encouraged to contact the surgery as early as possible if they want a same day appointment bearing in mind that we open at 8am Monday –Friday excluding bank holidays).

We will continue to monitor the flow and usage of appointments and we always welcome patient feedback as it is our genuine aim to meet the varying needs of all of our patients as far as is reasonably practical.