

## Appointments at Barony Medical Centre

The practice offers appointments mornings and afternoons Monday to Friday. We do not close for a practice half day midweek as many practices do. We have audited our appointment availability and it closely matches the national recommended average number of appointments for the number of patients on our practice list. Appointments however are always at a premium so should be used wisely.

There are four types of appointment

- **Bookable in advance** For up to six weeks ahead -  $\frac{3}{4}$  of the appointments fall in to this category. No reason need be given for requesting an appointment.
- **Urgent on the day appointments** Half the appointments on Mondays fall in to this category and on the other days  $\frac{1}{4}$  of appointments fall in to this category. These appointments are for **medical** problems which the patient feels are urgent. The reception staff will sometimes ask for more information to help prioritise appointment slots. There is **never** any guarantee of seeing the Doctor of your choice for these appointment slots. Please phone in early in the day. Urgent on the day appointments cannot be released by the computer in advance of the day.
- **Emergency appointments** These are additional appointment slots created when there are no urgent on the day appointments left where the patient feels it is a medical emergency that cannot wait. The patient will need to indicate to the reception staff what the problem is as discussion with the medical staff may be necessary before giving an appointment. These appointments are most easily accommodated on the end of the morning surgery so please do not leave it until late in the day. You will not be offered any choice of appointment time or Doctor. If your request is not appropriate you will be informed of this by the Doctor at your consultation.
- **Telephone appointments / consultations** For simple problems, advice or follow up on previous consultations this can be a very effective way of communication. Though you will not be given a specific time for the Doctor to call you back, most calls are returned either before or after a surgery. You may request a specific Doctor contact you though, if that Doctor is not in the practice, you may have to wait to the following day. If it is in relation to a previous consultation then it is probably best that you wait unless the problem is urgent.

There will always be occasions for a variety of reasons when appointments for any given Doctor are at a premium. This is not the fault of reception staff. Please do not harass the reception staff into conjuring up an appointment slot or time that does not exist.

**Generally if you wish a particular Doctor, day or time then you will need to book in advance.**

## **Please do not use urgent same day appointments for**

- Routine repeat prescriptions
- Hospital prescriptions
- Medication requests because you are about to or have run out. The reception staff can arrange for you to have an emergency supply until you make a bookable appointment.
- Medical certificates
- Completion of administrative forms – insurance forms, passport forms, jury service exemption letters, travel letters, Disability Living Allowance forms etc. These requests can be given to reception staff who will arrange for them to be actioned within 5 working days.
- Contraception other than emergency contraception

## **Where possible book appointments in advance and use them wisely.**

- Do not book appointments simply to collect a repeat prescription unless at the request of a doctor. Use the dedicated line and answering machine. **0141 557 6175**
- Simple medication requests or items not on regular repeat can be made on the prescription ordering line. The Doctor may wish to contact you. Do not phone the reception staff directly to order medication. You will be asked to phone back on the dedicated prescription line and answering machine which is checked several times per day. Trying to order repeat medication on the main lines blocks access to other users.
- Do not phone back to check if your prescription is ready. It is very wasteful on staff time. Allow the full 48 hours unless it is **very** urgent.

## **Cancellations**

Wherever possible please cancel an appointment. Even if it is the very last minute there may be the possibility that it can be used for someone else. If you do not cancel your appointment you will be logged as a 'Did Not Attend'. If you fail to attend an appointment you will **not** be given any preference for appointments for 72 hours. The computer system notifies the reception staff in this situation.

## **TEXT REMINDERS**

The practice has started to use a text reminder service which will send out a text to your mobile phone to remind you of an appointment the following day. It also allows you to text back to cancel the appointment which lets us use this appointment slot for another patient.

In order for this to work the practice must have an up to date mobile number and be advised when you change your mobile number. Approximately half of our patients do not benefit from this service as we don't have a mobile number or the correct mobile number for them. We cannot send this to a home phone – only a mobile.  
If you wish to opt out of this service please let us know.

**Please keep us up to date with details of mobile and home telephone numbers.**