

Urgent Appointments at Fernville

The Appointments System

You may ask - if you wish - for the next available routine appointment.

If you think you need an earlier appointment, please consider whether a telephone contact with the doctor would meet your needs

If you need to be seen in person, you will be offered an appointment in our emergency surgery. Emergency appointments are scheduled at 5 minute intervals and will deal with just one urgent medical problem.

You do not have to give a reason for requesting an emergency appointment, but it will help us provide the best possible service if you do.

You will need to provide a contact telephone number, in case the doctor needs to speak to you before your appointment.

Treating Patients Fairly

As we all know, NHS funding is limited. The only fair way to manage our appointments is to make sure that every patient is treated in accordance with their medical need.

It would not be fair to allow some patients to have priority treatment, whilst others with equal or greater need have to wait.

A Safe and Effective Service

Our system has many advantages for patients:

- Patients with serious medical problems can speak to a doctor quickly.
- Many problems can be resolved without the patient having to attend the surgery.
- Prescriptions can be processed quickly and efficiently, often without the patient having to come back to the surgery.
- Where appropriate, the duty doctor can obtain a priority appointment with your own GP, which helps us provide continuity of care for ongoing conditions.

What we expect from our patients

You are welcome to book appointments on-line, by telephone or face-to-face.

We will always provide an appointment that meets your medical needs.

But please do not come down to the surgery and expect to wait to be seen.

We do not provide a walk-in clinic.

Remember, the doctor does not just see patients. Referrals have to be made, hospital letters read and actioned, test results evaluated, prescriptions processed and so on.

We have to provide a service for all our patients. Those who insist on priority treatment or demand a walk-in service may be advised to register with another Practice.