


How patients will benefit—

- ◇ Patients will have direct access to a health professional within 48 hours.
- ◇ Patients may be able to get advice or treatment without being seen.
- ◇ Patients should have less waiting time for a routine appointment with a GP of their choice.
- ◇ Patients are happier!

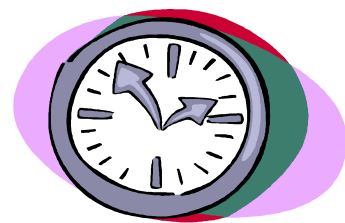


Your comments, suggestions and feedback on this scheme would be appreciated.

We have a Suggestions Box in the Waiting Room, or you can speak to the Practice Manager.



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Appointments Information Leaflet

**Your guide to 48-hour
access appointments**

**Patient Information Leaflet
Updated September 2011**

What is 48-hour access?



Waiting too long for an appointment is a common cause for complaint from patients and a frequent cause of stress for surgeries.

The Scottish Executive Health Department has declared that “anyone contacting their GP Surgery has guaranteed access to a GP, nurse, or other health care professional within 48 hours”.

In order to meet the 48 hour access target, our Practice must be able to offer a telephone consultation or face-to-face consultation with either a GP or nurse within 48 hours.

Good quality of care is the ***right*** care at the ***right*** time by the ***right*** person.

How does it work?

We have reorganized the Appointment System to allow patients access to a GP, Nurse Practitioner or Practice Nurse within 48 hours—either at the Surgery or on the telephone.

The administrative staff will take some details to ensure you are seen by the most appropriate clinician. All information supplied is treated as highly confidential by the entire Practice Team. You will be asked by the Receptionist if you have a “new problem”? If you do, or if you have an acute recurrence of an old problem, you may be asked if you wish to speak to a GP or Practice Nurse over the telephone. The Practice Nurse can provide advice and may arrange acute prescriptions without you having to be seen.

If you do not wish a telephone consultation then you will be offered an appointment with a GP, Nurse Practitioner, or Practice Nurse within 48 hours.

For continuity of care, we always try to arrange review appointments with the doctor or nurse you usually see. If you wish to book ahead, you can book up to 3 weeks in advance.

How can you help?

You can help by:

- Giving the Receptionist enough appropriate information so that she can direct you to the right person at the right time.
- Speaking to the Receptionist about insurance and other forms which need completed by the doctor.
- Phoning for blood, x-ray and hospital investigation results and making an appointment only if they need to be discussed.
- Speaking to the pharmacist about minor illness and register for “Direct Care from your Pharmacy”.
- Using the repeat prescription service for ordering repeat prescriptions.
- Always canceling unwanted appointments.
- Reserving house visit requests for genuinely housebound patients and making these requests as early as possible in the day.