

## **Our appointment system has changed**

GP Practices within East Elmbridge are all working together to provide routine appointments 7 days a week. Doctor, Nurse and Health Care Assistant appointments are now available to all full patients within the area.

The purpose of changing our appointments are to make it easier to you to make appointments at times that suit you. Appointments will run from 8.30am-8.00pm during the weekdays and mornings only on weekends.

The location of appointments will vary dependant on what day and time you would like your appointment. The location will either be at Capelfield Surgery or at the Emberbrook Centre for Health in Thames Ditton. The staff can – with your consent – access your medical records, ensuring a high quality service. To book an appointment, please call the surgery during 8.00am-6.30pm on week days and we will book you an appointment that suits you.

We realise that not all conditions need to be seen and that not all patients can get to the surgery, so for that reason, we are also offering all day GP telephone consultations. Appointments will be timed and you will be told what time a doctor will call you back to discuss your condition or concerns.

## **Questions and Answers**

So what is changing?

Until now, primary care (services usually provided by GP practices) tended to only run until 6.30pm on weekdays. After that time, you had to call 111 or visit a walk in centre or hospital during 'out of hours'. These providers do not have access to your medical records which often meant you could not visit them for routine appointments and would only use them in an emergency. This new, extra service is in addition to our practice's normal service and gives people greater choice when choosing when to book appointments.

Who can use the new service?

Anyone registered at our surgery can use the service.

How do I use the new service?

By talking to our reception staff and explaining what the problem is and when you are available for an appointment, will help them identify what type of appointment would most suit you. Face to face appointments with a Doctor, Nurse or Health care Assistant are all available to you as well as telephone consultations with a GP.

Will our surgery be open for longer?

The opening hours of our surgery will stay the same. But our patients will have more choice when they can seek to book an appointment.

Where is the service based?

For our patients, the most convenient location will be discussed with you when you make the appointment.

Does the new service offer a 'walk-in' option?

No – please note that this is not a walk-in service – it is appointment only.

Who will work at the new service?

Our own GPs as well as nurses and other NHS staff from the other practices will all have appointments available to you.

Can staff at this service see my medical records?

Yes – but only if you consent to that happening when you book your appointment.

The fact that staff can see your medical records is a big advantage of this new service – it means that clinical staff can be more confident about giving you the best possible advice or treatment. This also makes it less likely they will have to send you back to us at our practice for a further appointment.

All staff are aware of their obligations towards confidentiality and information governance.