

Patient Connect

Giving you the right care at the right time with the right professional

We are introducing our new Telephone Consultation System on 15th November 2017.

There are 3 easy steps

1. Phone the practice on 01373 301301 to speak to one of our Care Navigators who will ask you for a brief reason for your call.
2. The Care Navigator will then book you for a telephone consultation with one of our Health Professionals at an agreed time on the same day.
3. One of our Health Professional will return your call. If you need a follow up face to face consultation this will usually be booked for you later that day.

FAQ's

Why are you changing to a new system?

We have heard the concerns from you, our patients, about how the current system can result in long waits to see a Health Professional. The new system is designed to be much more convenient and it connects you to the right care, at the right time, with the right Health Professionals

Why can't I book in advance?

The new system does not need you to do this. You will usually be contacted within 2 hours of your call. If you need a booked face to face consultation this will be arranged during the call for later that day. We will still have some pre-booked clinics and you can find out more about these at the practice or on our website.

Can I consult with my own GP or the Dr I prefer?

If your own GP or another Health Professional of choice is working on the day we will try to ensure you are called back by the person of your choice. We will also publish our Health Professionals rota's on our website, so you may choose to call on a day when they will be here.

What will the Care Navigator ask me when I call?

You will be asked to give a few words of background information about why you are calling today. This information will help the Health Professional prepare for your call back and the information helps us to ensure you get the care you need and you speak to the right Health Professional. All information is treated with the strictest confidence.

What happens if I can't be available for a call back at a certain time?

If you let our Care Navigators know they will try and accommodate your call back for a time that is suitable.



What happens I miss my call back?

You will be given a time slot for your consultation call back. If you miss the first call back we will try a second time. After this any non-urgent requests will need to be rebooked through our reception team.

What happens if I want something other than a consultation?

You can still call in on 01373 301301 and you will be directed to the right person to deal with your request. You may want to leave your call to later in the day when lines are less busy.

Can I phone at any time during the day?

Yes, we advise you to call between 8am and 4pm.

Can I still use the online booking system?

Yes, you will be asked to give the telephone number you would like to be called back on and you will be added to the GP/Health professional call back list subject to availability.

I really feel I need a face to face consultation?

This is fine, when the Health Professional calls you back you can discuss this with them and a face to face consultation will be booked if you need it.

If I come in to the practice why can't the receptionist book me in for a consultation?

All consultations will now be booked by our Health Professionals. A Care Navigator will only be able to take basic details and ask the Health Professional to call you back.

What about booking in for repeat consultations?

If a Health Professional has requested you need to come back for a repeat appointment you will be able to phone on the day to book this in. We can also give you a call back reminder card.

What happens if I need a consultation with a nurse for a specific service?

This is fine, our Care Navigator will be able to book this for you or you will be advised about our drop-in clinic sessions.

What happens if I ring about something that is really urgent?

All urgent calls will be prioritised for a call back as soon as possible. If it is an emergency you should call 999 as before.

I need to make an appointment for someone who cannot use the phone, what happens?

There will be exceptional circumstances where our Care Navigators are able to book face to face consultations. A good example would be someone who is hard of hearing. If you discuss this with our Care Navigator they will try and help you.

