

# **IMPORTANT PATIENT NOTICE**

## **Change in Appointment System**

As from the **1<sup>st</sup> July 2016** the practice will be changing its appointment system.

From the 1<sup>st</sup> July 2016 patients will only be able to book **one week in advance** instead of the current two weeks.

Also to meet the on the day demand **50% of all appointments** will only be available to book on the day.

The changes have been made by the partners due to the following reasons.

### **Audit**

On completing an audit on patients who do not turn up for their appointment we found that 75% of all of our Do Not Attend are when they are booked longer than one week in advance. This amounted to more than 1.5K missed appointments last year that could have been offered to another patient.

Any patient that wants to book an appointment further than one week in advance will be offered an appointment with BB Healthcare Solutions in one of the three HUBs that are available.

### **National Shortage of GPs**

As the practice is finding it very difficult to recruit doctors to replace Dr Uscategui and Dr Giles, to ensure that patients who fall ill on the day can be seen and treated the partners have decided to offer more on the day appointments.

### **Patient Participation Group**

These proposals have been discussed and approved by the Patient Participation Group.

