

# Appointment Policy

- Our booking system allows us to be flexible when scheduling an appointment to suit your health care needs, whether your needs are urgent or non urgent.
- We offer standard, complex or prolonged appointments which can be made with your preferred GP.
- 'On Day' appointments are available, however they may not be with your usual doctor. Our doctors take a team care approach to your health and will liaise with each other if necessary.
- Please discuss your healthcare needs with our reception staff, as they are trained to assist you in determining the most appropriate length and timing of your consultation.

## Home Visits

Each doctor has a designated time allocated for home visits to patients who are unable to attend the practice.

## Procedures

If you require a procedure, it is very important to inform our reception staff when booking your appointment, as these are time-specific appointments.

## Appointments for Family Members

Each family member requires an individual appointment, (one appointment per family member).

## Third Parties in Appointments

If a third party is to be present during your appointment, we will ask for your consent. Our practice is a teaching and training practice, and often has medical students on short-term placements. You are free to consent or decline to have a medical student present.

## Patient's Usual Doctor

If you request your preferred doctor, our reception staff will endeavor to book you in. Alternatively, you will be advised of the availability of the other doctors at our practice.

## Cancellation and No-Shows

We monitor and mark all cancellations and no-shows in our appointment system, including attempts to contact the patients. This information is recorded in the patient's notes.

## Recall Appointments

These are marked in red on our appointment system, and you will be advised that the appointment is a *Recall*.

Reception staff will follow up patients who do not arrive/attend.

These appointments will not be changed without the reception informing the doctor, due to their high importance, and, if the appointment is able to be rescheduled, it will again be marked in red.

Why red,? Because this signals to all staff the importance of the appointment.