



Remember, we need your help too!

## Please ....

Turn up for your appointment!

If you can't make your appointment or don't need it any more, please ring and tell us

Do phone before midday if you think you may need a home visit

If you can give the receptionist a rough idea of what your appointment will be about, please do. This really helps them get you to the right person – it will speed everything up!

But if you don't feel able to do this, of course we understand – the choice is yours

*Feeling ill or worried can be stressful, and stress shortens tempers – but dealing clearly and considerately with everyone here, from receptionists to doctors, nurses and other patients, will help us to help you.*

# NORTH HILL MEDICAL GROUP

## Appointments and Visits

Everything we can do for you –

And the few things we wish we could do, but can't!



What we will always do for you -

Look after you and provide a safe service



**When you need help today**

We have appointments for today available across all 3 surgeries

Once these have all been booked for that day:

- ◆ If you feel that your problem needs to be dealt with urgently today, our duty doctor will telephone you
- ◆ The doctor will often be able to help you by providing medical advice over the phone— if not, they will arrange an appointment for you when it is necessary

If you don't feel your medical condition needs to be dealt with urgently, our receptionists will offer you the next appointment that is convenient for you.

Or else you can phone again the next morning - we realise this is a nuisance, but we simply have to allocate our available appointments on a "first come, first served" basis, unless the problem is urgent

**When you want to book an appointment for another day**

You can book in advance by using the online system, or by asking the reception team

Don't forget you can also book a telephone appointment – many problems can now be dealt with in this way, easily and privately, ideally speaking to the doctor you know best

If weekdays are difficult for you, we offer bookable Saturday morning surgeries on 3 Saturdays each month - one at each surgery.

**When you think you might need a home visit**

The duty doctor will ring you and work out the best way to help

Apart from emergencies, we need visit requests by midday at latest

Sometimes, though, there are things we are just not able to do



We always do our very best to help - but sometimes we just can't ....

See or speak to you exactly when you would like

Get you an appointment with your usual doctor if there are no appointments left with them

See you where you would like – sometimes your appointment may not be at your usual local surgery

And we can't ever

Provide transport to or from the surgery

Visit you at home unless you are incapable of leaving the house

*We would love to be able to do these things for all our patients, but sadly we just don't have the resources to do this.*