**Policy on How to Book GP Appointments**

Purpose

The purpose of this policy is to ensure that patients are able to book GP appointments in a timely and efficient manner.

**Policy**

Patients can book routine GP appointments in the following ways:

* By phone: Patients can call the surgery and book an appointment over the phone, any time between 8 am and 6:30 pm.
* In person: Patients can come to the GP surgery in person and book an appointment with the receptionist.

**Urgent/same day appointments**

If a patient needs to see a GP urgently, they should call their GP surgery immediately. The receptionist will ask some questions to help our doctors triage your appointment based on clinical urgency. Our Duty Doctor will triage all urgent requests and speak to patients to help resolve clinical need on telephone or booking you to be assessed in person.

**Cancellations**

Patients are asked to cancel their appointments as soon as possible if they are unable to attend. This will help to ensure that other patients who need to see a GP are able to get an appointment.

**Exceptions**

There may be some circumstances where patients are unable to book a GP appointment in the usual way. For example, patients who are deaf or hard of hearing may be able to book an appointment by using an online triage tool or asking a representative to call and book the appointment on their behalf. Patients who are unable to speak English may be able to book an appointment through an interpreter or use online triage tool called AccuRx.

**Feedback**

Patients are encouraged to provide feedback on the GP appointment booking system. This feedback will be used to improve the system and make it easier for patients to book appointments.

**Contact**

If you have any questions about this policy, please contact your GP surgery.