

Woodlands Surgery Changes to our Appointment System

We are well aware that too many patients are unable to make a suitable appointment with only one telephone call. From the beginning of May we will increase the number of appointments that can be booked one or two days in advance and reduce the number that can be only be booked on the day. This should make it easier to get an appointment without needing to remember to have to phone on the day that you want an appointment.

In addition at the beginning of May one of our nurses, Caitlin Williams is going to have a 'common illness clinic' each morning in which she can see patients with:

Ear problems	Abdominal pain (vomiting and diarrhoea)
Coughs/sore throats, flu, colds, fevers	Urinary Tract Infection's
Hay fever	Minor Injuries (bruises, cuts, sprains, head injuries)
Headaches, back pain, neck pain	Bites/stings
Wound infections	Women's Health
Skin problems (rashes, warts, boils)	

When you telephone for an appointment the receptionists will be asking some different questions so please help us by answering them so that we can deal with your problem in the most efficient way. Caitlin will be speaking to most patients who will be asking for an appointment that day and will assess over the telephone who is the best person to deal with your problem. It will be most important that you give a telephone number to the receptionist where you can be contacted. **We will call you back twice but cannot keep trying after a second attempt.**

We have a Duty Doctor both morning and afternoon; please ask to speak to them if you think that your problem could be dealt with over the telephone.

You are able to book appointments on-line please write or ask reception to give you the information so that you can register. We are happy to listen to any concerns about our appointment system; please either write, email (clinical.woodlands@nhs.net) or telephone and ask to speak to the Practice Manager, Mrs Rachel Galloway.