

Dear Patients

As you will be aware from the media the NHS is under significant pressure. We have been struggling with the additional demands on the service for some time and have decided to 'act now' by introducing a new appointment system from 6 February 2017. The system aims to make the best use of the available clinical workforce and enable the most unwell patients to see a doctor quickly.

There are three separate areas of the new system:

**1) If you have an urgent problem**

Please telephone as early as you can on the day to book an appointment in the same day emergency service. These appointments are limited and therefore will only be booked with problems which are deemed to be medically urgent.

**2) If you have a new problem (or a recurrence of an old problem) which is not medically urgent for today**

Please speak to reception who will offer you a telephone appointment with a doctor. For continuity we advise that you **wait** to speak to your **usual doctor** when they are next available. This may sometimes mean that you will need to wait longer than you would ideally prefer.

**3) If you have an on-going problem and the doctor has directly asked to see/speak with you again**

Please let the receptionist know as we have allocated a protected number of appointments for this purpose.

**Please note:** the receptionist is only able to book one of these appointments **if** the request for a follow-up has been specifically documented in your medical record by the Doctor.

We hope that this new system will be beneficial to all our patients and we look forward to making improvements as we go. Thank you for bearing with us while we do this.

**WE NEED  
YOUR HELP**

Did you know, some patients can help by reducing demand on appointments by only contacting the surgery when absolutely necessary. Appropriate alternatives may be:

- By using over the counter medication
- Obtaining advice from your local pharmacist
- If you are able to use a computer - using the resources available at NHS Choices
- By phoning 111 and asking for advice



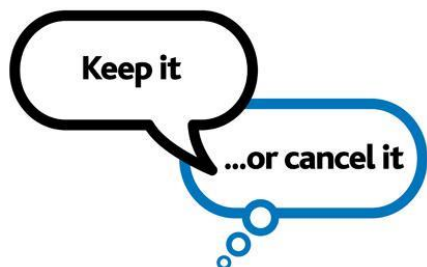
If you would like to provide us with feedback on the new system, please complete the Friends & Family Test Survey form (next to the check in machine in the waiting room).

*“The NHS is under considerable financial pressure and the challenges, particularly to manpower within GP practices, are very serious. “*

**NHS**  
Wiltshire  
Clinical Commissioning Group

*“We know from talking with local people that there are issues across the County in getting a GP appointment because of the pressures on primary care. This fits in with the National picture”.*

**healthwatch**  
Wiltshire



BRADFORD ON AVON & MELKSHAM HEALTH  
PARTNERSHIP

**To cancel your appointment at the surgery**

**Please telephone 01225 860025  
24 hours a day – 7 days per week**

**Changes to the  
appointment system**

**from 6 February 2017**

**During three months there were 15,500 missed Doctors appointments across Wiltshire**

*“Every missed appointment it is a missed opportunity for practices to see another patient. Between July and September 2016 practices could have seen another 15,500 patients, which is staggering.*

*Simply by cancelling unwanted appointments, even if it is a few minutes before, means that other patients have an opportunity to be seen more quickly..... “*

**Dr Peter Jenkins, Chair of Wiltshire CCG**

  
Wiltshire  
Clinical Commissioning Group

