**A History of our Appointment System**

In 2017 the Practice decided to change its appointment system to a demand led service. This was mainly because we were unhappy with the long wait for routine appointments our patients were enduring, these waits could be up to 2 or 3 weeks and we felt this was an inadequate service which needed improvement.

We also had problems with patients not turning up for their appointments and this also contributed to the long delays in patients being able to book a routine appointment in a reasonable period of time.

Below are questions we are often asked by our patients, but if there is question we haven’t answered below please ask a member of team who will be happy to help.

**Your questions answered............**

**What is a Demand Led Service?**

This is a service were requests for an appointment with a GP are dealt with on the same day of request

**How does it work?**

Patients telephone the Practice on a day of their choice, their details are then placed on a telephone lists and the GP calls the patient back, we aim to return calls within the hour, but during high demand this can be longer. You will then receive an initial telephone consultation from the GP. Most requests can be dealt with over the phone, but if the GP decides you need to be seen you will be offered an appointment with a health professional that same day, this could be a GP or one of our specialist nurses who are qualified to deal with acute medicine. It is also important to ring the surgery on a day you can come into the surgery if requested.

**What if I’m at work I can’t take calls?**

Most employers will be understanding and allow you time to take a call, if not please let a member of the team know your break or lunch times and we will try to accommodate this and a GP will call you back at this time. We also offer e-consultations for routine appointments, you will receive a response within 72 hours and eliminates the need to telephone the surgery, you can access this service on our website; [www.thegreyroadsurgery.co.uk](http://www.thegreyroadsurgery.co.uk) just click on the

e-consult banner on our home patient and follow the instructions.

**The GP wants to see me in a month but I can’t book an appointment, what do I do?**

Telephone the surgery on a day that is convenient for you near the time of your review and the GP will call you back, it is likely you won’t need to be seen and will only need a Telephone Consultation, however if you need to be seen the GP will give you an appointment that same day, it is therefore important to ring the surgery on a day you can come into the surgery if requested.

**I want to speak to or see my preferred GP, how do I do that?**

We advertise the days our GPs are on duty on our notice board and also on our website, [www.thegreyroadsurgery.co.uk](http://www.thegreyroadsurgery.co.uk) or you can just ask the GP and they will inform you of the days they work.

**I’ve just picked my child up from school and they are unwell, but it’s late in the day all the appointments may be taken, what do I do?**

If it is late in the day and you or a member of your family has taken poorly, please call the surgery as we will **always** deal with medical emergencies on the same day, regardless of the time. Our Opening hours are 8am to 6:30pm; any medical emergencies out of these hours please call 111. Liverpool also offer extended access for GP Appointments, these appointments are available 8am to 8pm week days and weekends too, these are bookable via the practice and you will see a local GP.

We hope this information has been helpful, thank you