

Barton House Group Practice

Our Appointment System has changed from 2nd July 2018

You no longer need to book an appointment in advance to see your GP!

To improve access for our patients, we have changed our appointment system from Monday 2nd July to make sure you get the appointment that you need, when you need it.

With our new system, you can book a telephone consultation on the day you wish to see your GP. The GP will call you back to discuss your health issues and the GP will either manage your concerns on the phone or offer you a face to face appointment on the same day.

Appointments can be booked in two ways:

1. **Book on line** – you can pre-book a telephone appointment 24 hours in advance. The GP will call you within 15 minutes of your chosen time slot. (you will need to register online if you have not already done so to be able to use this system)
2. **By Telephone** – you can call the surgery from 8.00am on the day you want an appointment. A telephone appointment will be booked for you and the GP will call you back to address your health issues.

How the new system will benefit you

Access: More appointments available every day

Continuity: Book in to speak to your regular GP

Convenience: Discuss your concerns with your GP without having to come to the surgery

Efficiency: Pre-book appointments online and let the GP call you

Safety: Increased access to GPs means your health concerns get discussed more quickly

Satisfaction: Easier access to GPs, at your convenience

If you do not have access to online services, please bring a proof of ID into the practice so we can set you up for this. Being registered online offers many additional benefits such as requesting your repeat medications etc.