

Jorvik Medical Practice
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South Bank Medical
Centre
175 Bishopthorpe Road
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www.jorvikmedicalpractice.co.uk

Appointment system at our practice

Over the years we have made changes and modified our appointment system. Many changes are as a result of directives from the Department of Health. We also listen to our patients and try and make it as easy as possible for you to access our services. We appreciate we won't please everyone all the time.

How to book a GP appointment

- You can pre-book appointments with a GP up to three weeks in advance or make a 'same day' appointment.
- Pre-bookable appointment times are between 8.30 – 9.20am and 1.30 – 1.50pm. All other appointments are released on the day.
- If pre-bookable appointments have been taken on the particular day you wish to be seen, you will be asked to ring on the day you wish to be seen.
- If all GP appointments have been taken on the day but you wish to be seen, you can speak to the doctor on call. Please give the receptionist a short description of your symptoms and the GP will phone you back.
- Some problems can be dealt with on the phone and so there are some telephone slots available with your usual GP or the 'on call' GP.
- You can telephone, call in or use the internet

Any Questions?

Q: Can I pre-book an appointment with GP in advance?

A: Yes you can pre book an appointment with a GP up to 3 weeks in advance.

Q: What are the pre-bookable appointment times?

A: Pre-bookable appointment times are between 8.30-9.20am and 1.30-1.50pm.

| DR DAVID S. FAIR | DR DAVID C. HARTLEY | DR JULIA M. ALEXANDER | DR W. JOHN LOCKETT |
DR NICOLA J. GILL | DR ANTHONY C. PEGRUM | DR J. BENJAMIN SHORTEN | SALARIED GP DR
RACHEL GRAINGER | GP RETAINER DR SHIREEN FATHEAZAM PRACTICE MANAGER MRS DANA
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Q: What do I do if all pre-bookable appointment times have been taken on the particular day I wish to be seen?

A: You will be asked to ring on the particular day you wish to be seen as more appointments are released on the day.

Q: What if all appointments have been taken for the whole day when I ring to make an appointment?

A: The receptionist will offer the next available pre-bookable appointment. Alternatively, if you feel you need to be seen that day please give the receptionist a short description of your symptoms and the GP on telephone duty will ring you back. If the GP feels you need to be seen he/she will generate an emergency appointment for you to be seen.

Q: What do I do if I just need some advice from a GP – do I have to come to the surgery to be seen?

A: No – there is always a GP available on the telephone for advice between 8.30am – 6.00pm

Q: Can I pre-book nurse appointments?

A: All nurse appointments are available to pre-book 2 weeks in advance.

Q: Why does the receptionist want to know why I am coming to see the nurse?

A: We need to make sure that the correct amount of appointment time is allocated to the Nurse or Health Care Assistant to complete the procedure.

Q: Do I have any other options to make an appointment?

A: You can use our website www.jorvikmedicalpractice.co.uk to make an appointment. For details how to use Internet booking system please visit our website or ask reception team for details.

Q: I believe I can also use NHSdirect?

A: Yes, you can phone NHSdirect on 0845 4647 and for more information look at their website www.nhsdirect.nhs.uk

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