

Dear Patient

PLEASE HELP US TO HELP YOU

At Boroughbury Medical Centre our Mission is:

To provide professional, accessible, high quality, comprehensive healthcare services that inspires confidence in our patients and our community.

We would like to request your assistance to help us achieve our Mission by:

1. Only calling us **before 10 am** on the day, if you require an **URGENT** appointment or visit.
2. If you wish to see a specific Doctor, please book a **Routine Appointment** and call us **after 10 am**.

*Currently the national average wait time to see a GP is **3 weeks** (source Pulse Today , we are delighted to advise that at Boroughbury Medical Centre you will be able to see a GP within approximately **2 weeks**.*

3. If you have internet access please ask for a login from Reception so you can book your appointment on line avoiding the need to telephone or visit the Practice.
4. For minor illness, please see our specialist Nurses, who will be able to assess and issue you a Prescription and Sick Note.
5. If you no longer require your Appointment please **cancel** this as soon as possible so it can be offered to others.
6. For blood pressure checks or to measure your height and weight we are pleased to advise that you can now do this without the need to telephone the Practice and make an appointment to see a Clinician. Our **Self Service Health Monitor**, based in the main waiting room on the ground floor is available for you to use and records the information directly into your Patient Record onto our clinical system, SystemOne.

TELEPHONE UPDATE

As part of our process of continuous review and improvement, we will be trialling some further revisions to our telephone system which will come into effect on **1 September 2017**

We will be upgrading our telephone system to offer an automated appointment service which will allow our patients to choose and book their own appointments with a GP/Nurse of their choice pending the Clinician's availability. The new system will also allow some Patients to be able to request their repeat medications.

Accessing this new telephone service will avoid the need to talk to a member of the Reception Team, wait in a queue, or complete a repeat prescription request.

Please look out for further information which will be placed around the Practice and also on our Web Site, Display Screens and Prescriptions foils.

Yours sincerely

Julie Trigg

Managing Director
Boroughbury Medical Centre