

## Appointments Information

### Doctors' appointments

Patients are sometimes frustrated because they cannot make an appointment with the doctor they wanted to see at a convenient time. We thought it might be helpful to explain the doctors' working arrangements, how we organise appointments and why it may not always be possible to book with your doctor on the day or time you would prefer.

The number of sessions worked by each doctor varies, and they are not all in every day. For example, Dr Gibson works on Wednesdays, Thursdays & Fridays only. (A full list of the days that each doctor works and their clinical interests is shown below). So if you want to see a specific doctor, and they are only in for a few days each week, you may need to wait a little longer. We can always offer appointments within two days if you don't have a preference for a particular doctor. If your need is urgent you can be seen on the day, but you may not have a choice of doctor or time.

We set up some appointments six weeks in advance and make these immediately available but there will be other appointments that are not set up until a week ahead and so can't be booked before then. This allows us to respond to patient demand in a flexible way.

During a typical morning or afternoon surgery session the doctor sees 16 or 17 patients with ten minutes per appointment. This is why it is important to arrive on time for your appointment: one delayed appointment will have an effect on all the subsequent patients and increase their waiting time. If you arrive more than 10 minutes late, you may be asked to re-book.

Because each appointment is only ten minutes long, the doctor may not be able to deal properly with more than one problem during a consultation. He or she may ask you to come in at another time to discuss other problems you may have, to prevent the appointment overrunning and delaying other patients.

## Leckhampton Surgery

### Weekly Surgeries

Appointments can usually be booked with individual doctors on the days indicated. On days when they don't have appointments, doctors carry out telephone triage surgery and urgent visits. These arrangements may be subject to changes depending on holidays and other commitments.

| Doctor        | Mon<br>am | Mon<br>pm | Tues<br>am | Tues<br>pm | Wed<br>am | Wed<br>pm | Thur<br>am | Thur<br>pm | Fri<br>am | Fri<br>pm |
|---------------|-----------|-----------|------------|------------|-----------|-----------|------------|------------|-----------|-----------|
| Moss          | •         | •         | •          |            | •         | •         | •          |            | •         |           |
| Nicholas      | •         |           | •          |            |           | •         | •          | •          | •         | •         |
| Nicolson      | •         | •         | •          | •          |           |           |            |            | •         | •         |
| Pascoe-Watson | •         | •         | •          | •          | •         | •         | •          |            |           | •         |
| Cox           |           |           | •          |            | •         |           | •          | •          | •         | •         |
| Mutlow        | •         | •         |            |            | •         | •         | •          | • alt      | •         | •         |
| Munn          | •         | •         | •          | •          | •         |           |            |            | •         |           |
| Goodrum       | •         | •         | •          | •          |           |           | •          | •          | •         |           |
| Gibson        |           |           |            |            | •         | •         | •          | •          |           | •         |

## Leckhampton Surgery

### **Doctors' special clinical interests**

All doctors at this surgery are trained to deal with all aspects of health, so you can be assured that your usual doctor will be able to treat any health problem you have, whether it is a long term condition or a short-lived one. However, over time individual doctors have developed a particular knowledge in certain aspects of health and these are listed below.

| <b>Doctor</b> | <b>Special Interest(s)</b>   |
|---------------|--|
| Moss          | Dr Moss no longer provides antenatal care but he has an interest in all other aspects of general practice medicine |
| Nicholas      | Musculo-skeletal medicine, heart conditions, dermatology   |
| Nicolson      | Women's health issues  |
| Pascoe-Watson | ENT  |
| Cox           | Osteoporosis, palliative care, women's health  |
| Mutlow        | Diabetes   |
| Munn          | Paediatrics, hypertension  |
| Goodrum       | Pain management  |
| Gibson        | All aspects of general medicine  |

## Leckhampton Surgery

### **Nurse appointments**

We thought it would be helpful to explain the Practice Nurse and Health Care Assistants working arrangements and appointment system.

We currently employ 6 Practice Nurses (PN) and 2 Health Care Assistants (HCA). Our nursing staff are experienced and trained to deal with a wide range of clinical issues. All our nursing staff work on a part-time basis. The number of sessions worked by each PN or HCA varies as do the days that they work.

You may book an appointment with the nurse of your choice or you may be requested to book an appointment with a particular nurse. This is because some of our nurses have specialised training in certain areas such as Asthma, COPD, Diabetes and Coronary Heart Disease. It is now practice policy, unless otherwise indicated, that all regular review appointments for these conditions will be carried out by the appropriately trained PN. The PN will refer you back to your Dr should this be necessary.

Our reception staff have a list of 'who does what' to assist you in making your appointment with the appropriate PN or HCA and for the appropriate amount of time.

All PN/HCA appointment times are 15 minutes and can be made up to 6 weeks ahead. The PN or HCA may not be able to deal properly with more than one problem during a consultation. The PN's and HCA's will make any follow-up appointment that is necessary.

It is important to arrive on time for your appointment. If you are more than 10 minutes late for your appointment you may be asked to rebook the appointment.

The earliest PN appointment time of the day is 8 a.m. and the latest in the day is 5.45 p.m. It is worth remembering that in certain circumstances that your problem can be dealt with by booking a telephone consultation with a PN.