

I've run out of my tablets

Appointments Made Easy

Can I have my test results?

Dear Patient,

We are acutely aware of the problems for patients at Grove House Practice trying to get an appointment to see a GP recently. There are many reasons for this. We have spent a long time reviewing the current situation and listening to your views and have now developed a new appointments system which we feel will not only remedy the situation but will also *increase* the number of ways in which you can access advice from the surgery.

This new system is being introduced from 11th August 2010. From that date, Grove House will offer:

- On-line appointment booking
- Increased number of GP appointments that can be booked in advance
- Increased number of GP telephone appointments
- A same day appointments for any child under 10years old with an urgent need for medical advice/treatment

These new services are *in addition to* our existing services of Saturday morning and Thursday evening appointments, home visits and urgent 'on-the-day' appointments.

The doctors have asked the Receptionists to find out a little about your condition before signposting you to the most effective way of resolving your issue. This is not meant to offend and is confidential. It is merely intended for us to use this information to make sure that you see the most appropriate clinician at the most appropriate time.

Please see our latest Practice Newsletter for more information.

Yours sincerely

Dr Claire Forde, GP Partner, Grove House Practice

Can I just leave a message for my GP?

I've had a sore throat since I got up