

NEW APPOINTMENT SYSTEM AT THE MALTINGS



IF YOU HAVE A NEW OR URGENT PROBLEM IT WILL BE DEALT WITH ON THE DAY

Our appointment system is being updated for the first time in two decades. If a patient calls the surgery, and they need the problem dealt with today, the assessment team will deal with it that same morning.

IF YOU WANT TO SEE A PARTICULAR DOCTOR YOU CAN STILL BOOK A ROUTINE APPT

We are not taking away the ability to book a routine appointment. If you want to see a particular doctor, and your problem can wait, you will be offered a routine appointment with that person



IF YOUR PROBLEM DOESN'T NEED A DOCTOR, THEN IT WILL BE SENT TO THE MOST APPROPRIATE MEMBER OF THE TEAM

Around 50% of the queries that doctors deal with on a daily basis can often be dealt with (sometimes better) by another member of the team.

THE ASSESSMENT TEAM IS MADE UP OF A MULTI-DISCIPLINARY TEAM OF PROFESSIONALS

Our assessment team rotates daily and comprises a multi-disciplinary mix of doctors, nurses, paramedics and senior administrators



THE TEAM WILL EXPAND IN THE FUTURE

As the new system is embedded, we will be looking to add a more diverse mixture of professionals. This may include Physiotherapists and specialist nurses.

WE NEED YOUR HELP TO MAKE THIS WORK

In order for the new system to make an impact, we need all of our patients, carers and staff to keep open minded and embrace the changes ahead. We are continually listening to you and trying to improve our service to you so please be patient

