

## **Appointment system at Sunnyside Surgery**

There are several ways you can see a GP at the surgery:

- Book on the Day
- Pre-bookable
- On-line
- Extended hours
- Triage appointments
- GP follow up appointments

Book on the Day: At 8:00am each day several routine appointments are released for booking on the day. These are not necessarily urgent appointments and you can either telephone the surgery or come in person to the front desk from 8:00am to book the appointment.

Pre-bookable: Each Doctor has appointments marked as pre-bookable during their surgery sessions. These can be booked up to four weeks in advance. The times available vary - early morning or late evening, mid-morning and mid-afternoon.

On-line: These appointments are set up in the same way as the pre-bookable appointments but can only be booked if you have on-line access. Please speak to a receptionist if you need registration details to book on-line..

Extended hours : The surgery offers GP appointments on several Saturday mornings and Monday evenings. These are all pre-bookable appointments and priority is given to patients, who are in full time employment.

GP follow up appointments: Sometimes a GP may need to see you again to review your situation, if so he/she will give you a slip of paper advising the receptionist to book you a follow up appointment. `

Triage appointments: If all GP appointments on the day are fully booked and you have a medical need to see a Dr, the receptionists will offer to add your details and symptoms to the triage list. The GP will then telephone you during surgery hours and if necessary will invite you to the surgery for a face to face consultation. These appointments should not be used for on-going medical problems.

### **Nurses appointments**

All nurses' appointments should be booked in advance and it will be necessary for the receptionist to ask you the reason for the appointment. This is because we have Phlebotomists, Health Care Assistants and Practice Nurses who all offer different services.