

**YORK HOUSE MEDICAL CENTRE  
TELEPHONE APPOINTMENT SERVICE**

**FREQUENTLY ASKED QUESTIONS**

**1. Why is the surgery offering telephone appointments?**

You have told us that sometimes you find it difficult to get the appointment you need, when you need it. By offering telephone appointments and giving advice this way we can make sure that everyone is able speak to, or see, a Doctor on the day that they call or on the day that they choose.

Many people don't need to come into the surgery to be seen at all; their problem can be dealt with by telephone. And, because your Doctor is the one making the appointments, he or she is able to book your appointment with the most suitable clinician and ensure you have the necessary time required to deal with your problem.

**2. What if I do not have a telephone?**

If you do not have a telephone, you can come down to the surgery where the Receptionist will be able to help you and ensure you are able to access the medical care you need.

**3. I am hard of hearing and unable to communicate using the telephone.**

If you are hard of hearing you are welcome to come down to the surgery to access your Doctor. The receptionist will be able to arrange a face to face consultation for you.

**4. How do I access my GP of choice?**

Please let the Receptionist know if you wish to access a particular Doctor and if possible you will be added to that GP's call-back list. If your GP of choice is unavailable due to leave, etc, then you will be able to either speak to another GP or you can arrange to call back when your GP is next in.

For ongoing problems that do not require urgent follow up we would advise that you speak to the same Doctor where possible. Please let the receptionist know if you have previously seen a particular Doctor for your problem.

### **5. What if I do not wish to share brief details of my problem with the Receptionist?**

Any information provided to our Reception team is confidential but we understand that some patients may not wish to share even the briefest details. Just tell the receptionist that you do not wish to give this information and that your condition is 'personal' and your name will be added to the call-back list.

The only reason we ask for brief details is to assist the Doctor in identifying any calls that may need to take priority.

### **6. What if I am only available to take a call back at a particular time?**

Please let the Receptionist know if you can only take a call back at a particular time, and they will arrange for the doctor to call you back within that time frame.

### **7. Will the doctor offer me an appointment at a mutually agreed time suitable for me?**

The Practice offers appointments during the opening hours of 7am-6pm. The doctor will agree a suitable time with you.

### **8. Can I still book an appointment for next week or next month?**

We do not book appointments with the doctor in advance. We ask you to call us on the day you wish to be seen.

### **9. What do I do if the problem is urgent and I need to be seen quickly?**

Telephone the main surgery number and tell the receptionist that your health problem is urgent. The receptionist will ensure your call is marked as urgent and the doctor will call you back as soon as possible.

### **10. Can I book online?**

If you have Patient Access, you will be able to go online and book your telephone consultation with a GP of your choice on the same day from 7am onwards. Please note- you can only book for the same day- No advance bookings.