



# **CHANGES TO THE TREATMENT ROOM**

## **FREQUENTLY ASKED QUESTIONS**

### **What do I do if I have a medical emergency?**

If you have, or think you have, a life-threatening emergency (e.g. heart attack, stroke) dial 999 and ask for an ambulance.

### **Can I still book routine appointments in advance?**

You can, and should, still book appointments in advance. Call, preferably after 10.30am, or book in person at the surgery.

### **What if I have trouble using the telephone?**

If you have difficulty using the telephone it is best to get a friend or relative to help you. However, if this is not possible you can still come to the surgery to request an appointment.

### **Will I be seen more quickly if I come into the surgery?**

Unless your problem is a serious, life-threatening emergency, you will not be seen more quickly if you come into the surgery to make an appointment. Therefore, if you can phone for an appointment it will usually be more convenient for you.

### **I'm not comfortable telling the receptionist what is wrong, do I have to?**

Knowing a little bit about your health problem helps medical staff at the surgery to ensure that those people with urgent problems are seen more quickly and to ensure that you see the right person to help you. You don't have to give the receptionist lots of detail, just a few words are usually enough.

If you're not comfortable giving any details, simply say, "It's personal", and the receptionist will respect your wishes.

### **If I can't get through to the surgery first thing in the morning - what will happen?**

One of the advantages of the new system is that you don't have to telephone at 8.00am "on the dot". We will be increasing the number of staff answering the phones first thing in the morning to help you get through more easily during the initial change over.

If all the telephone lines are engaged, please be patient and call back. Don't worry about ringing a bit later in the day. If the duty team assesses that your condition is medically urgent, you will still be offered a same-day response.

Please bear with us when the new system starts – we will all be getting used to this new way of working. With your help and support, the new appointment system will provide a better patient experience for everyone.