

JUBILEE MEDICAL GROUP

APPOINTMENTS SYSTEM – OCTOBER 2022

We have been monitoring our appointments system for some time following feedback from patients and staff. We know that we need to find a way to improve the system for everyone.

We appreciate that things have changed over the last few years, with more appointments being done virtually. We want to ensure everyone is getting the best possible care, whilst looking after our staff who have been working extremely hard under the increasing demand.

It is essential to review patient requests, to ensure that the most appropriate clinician gives the best care, which may not always be a doctor.

As detailed in our newsletters, we do have a wide range of staff to help you with your health. To ensure everyone receives the best possible service, first time, please be prepared to see another healthcare professional rather than a doctor.

From Monday 3rd October 2022, we will be changing the way appointments are booked.

The main benefit for you, the patients, is that you will not be asked to phone back when all the appointments have been booked.

All appointment requests for urgent or routine appointments with a doctor are to be requested using eConsult.

If you are unable to use eConsult, the member of staff will complete an eConsult Lite with you. We will also have printed copies, so you can complete one at reception.

These eConsults will be triaged by a doctor, who will decide the most appropriate clinician to deal with the problem and within what timeframe. If it is decided the problem is urgent and needs to be dealt with on the day, you will be phoned with an appointment time.

If it is decided the problem is routine, within 48 hours you will be text an appointment time within a couple of weeks. If we are unable to text you, we will phone you and let you know.

Appointments will be a mixture of face-to-face and telephone consultation, depending on the problem. You may also receive advice and guidance via text message and not require an actual appointment.

All appointments for nurse or healthcare assistant procedures can be booked either by telephone or by coming into reception.

We appreciate that not all conditions are listed within eConsult, but there is now the option of choosing 'I can't find my condition' and then you can free text your problem.