**CATSHILL VILLAGE SURGERY**

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Dr C H Kimberley

Dr E C A Barrett

Dr O P Jack

Associate GP: Dr Fiona Bowen

Dr Katrina Ford

Dear Patient

**Welcome to Catshill Village Surgery**

We hope this letter will explain how to get the best out of our appointments system for you and your family.

**Making an appointment (either forward booking or on the day)**

Appointments can be booked up to 2 weeks in advance and some appointments only become available for booking on the day. On occasions appointments will fill very quickly – if this happens, the receptionist will discuss alternative ways of helping you, including, if appropriate, arranging for a doctor to telephone you to discuss your problem. If necessary, the doctor will arrange an appointment for you to attend at the end of their surgery.

**Telephone consultations**

If you feel that your problem could be dealt with safely over the telephone, please tell the receptionist that you would like a telephone consultation and the doctor will then telephone you at the end of morning surgery. The receptionist will ask for brief details of your problem to assist the doctor.

**How to request a home visit**

If you feel you need a doctor to visit you at home please phone the surgery before 10.00 am to help us prioritise our calls.

**Helping us to help you**

To minimise the difficulty in getting through to the surgery during the hectic first hour each day, please restrict telephone calls between 8.00 am and 9.30 am solely for requesting appointments. Please try to make all other calls after 9.30 am. Test results are available after 2.30 pm daily, with the exception of Thursdays when results may be requested after 10.30 am.

Please complete the New Patient Questionnaire provided and if you have not yet made an appointment for a New Patient Check please make an appointment with the Practice Nurse at your earliest convenience. If you are on any regular medication please make an appointment with the doctor for a medication review within the next 28 days and bring a copy of your repeat medication prescription to this appointment

If at any time you have any suggestions to improve the service please tell us personally or in writing.

Catshill Village Surgery