

Our GP Appointments System Explained

We provide on average nearly **170 GP appointments each working day** at the Malmesbury Primary Care Centre, or **860 per week**.

For some time now we have run a model where each GP session consists **two types of appointment**;

“Pre-bookable appointments”

These are bookable **up to 6 weeks in advance** and are aimed at those who wish to plan ahead. Book them early (at least a week ahead), and you should be able to avoid missing out and being asked to ring again on the day instead!

These make up **40%** of all appointments and are distributed throughout the day to help cater for patients with differing needs and commitments.

Each week these include 14 early morning (from 7.30am Wednesdays and Thursdays) and later evening appointments (to 7.30pm Wednesdays), as well as 12 Saturday morning appointments (8.30-11.30). This is a new national initiative to help working people and commuters who find it difficult to take time off work.

“On-the-day appointments”

The remaining **60%** of appointments are only made available on the day. These are “saved” for those patients who, for whatever reason, wish to see a GP of their choice at short notice. Under our old system, these patients found themselves having to either wait a week or two to see their own GP, or having to come into the emergency “Duty Doctor” surgery and see someone they didn’t know.

The 6 incoming phone lines open at 8.30am precisely each working day. Anyone who can’t get an appointment that day with their chosen GP has the options of trying again another day, or seeing the Duty Nurse or Duty Doctor that day instead.

Our doctors are also willing to discuss appropriate matters over the **phone**, usually between 11.30 and 4.00, and our **Duty Nurse** will advise or see patients with minor illnesses or conditions.

We aim wherever possible to accommodate the particular needs of carers, and the elderly who rely on public transport.

Please feel free to speak to one of our Reception staff if you have any queries or suggestions, as we continually try to improve the service.