

Park Surgery

Albion Way
Horsham
West Sussex RH12 1BG
Tel 01403 330266
Cancellation Line 01403 214649
Fax 01403 214639
www.parksurgery.com
parkadmin@nhs.net



Dear Patient

We know access to our services has become difficult and following feedback from our recent patient survey we like to introduce some changes to our appointment system from 1st January 2020.

What Will Change?

Doctor Triage – Patients will now be offered a telephone call back from a doctor the same day and the doctor will ask you to come into the surgery on that day if a face to face appointment is needed.

An additional Advanced Nurse Practitioner and a Paramedic have been appointed, increasing the size of the clinical team and the number of appointments available.

A clinical pharmacist has been appointed to deal with medication queries and reviews which will free up some of the GP's time.

The reception team will continue to receive updates on the care navigation training they have undertaken to actively signpost patients to other clinicians and services.

How It Will Work

1. When you call, the receptionist will ask for some information, this is to ensure they arrange the correct next step for you.
2. Everyone that needs a consultation will be given a call back during that day and triaged by a doctor. All doctors who are in each day will be involved.
3. When the doctor calls they will listen and discuss what you need and either book you to come and see them that day or an alternative clinician. Or give the necessary advice.

Why Change?

To make sure you get the necessary advice and guidance first time.

To make it easier to speak with one of your preferred GP's.

To remove the need for the 8 o'clock phone demand.

To improve continuity of care and patient safety.