

# We are changing our GP appointment system from 3 April 2018!

## Why?

We want to reduce the waiting time for non-urgent GP appointments, whilst maintaining our high standard of urgent, on-the-day care.

## What will be different?

Walk in clinics everyday arranged on a first come, first served basis.  
This will allow us to offer 100 additional appointments per week.  
(There will be no change to the way you book nursing appointments)

## How did you decide on this new system?

We looked at ideas from other surgeries and have kept the things that we already did well. Our Patient Participation Group (PPG) have helped us design the new system.

## How can I get an appointment?

- Come to a walk in clinic, starting every morning at 8.30am, Monday afternoons at 4pm and Tuesday—Friday afternoons at 2.30pm
  - Use your online account 24/7
- Speak to a receptionist either at the reception desk or over the phone 01202 710013.

## Help us to help you...

### Save yourself a trip to the Surgery!

Did you know, our GPs can effectively deal with the following symptoms over the phone:

- Diarrhoea & vomiting
- Sick (Fit) notes
- Urinary symptoms
- Mental health symptoms
- Review of long-term conditions (including diabetes, COPD, CHD)
- Referral queries
- Pain control (including back pain)
- Eye symptoms & conjunctivitis
- Test results

### Think #3beforeGP

Before making a GP appointment, can I?

- 1) self-care
- 2) use NHS Choices or a similar reputable UK resource
- 3) seek advice from a pharmacist

### Register for Online Services

- view, book and cancel appointments
  - order repeat prescriptions
  - update your personal details
  - send simple messages to us

Present some ID at reception to get your login

### Give us your feedback...

- telephone or pop into the Surgery and ask to speak to our Manager, Rosie Green
  - use one of our comments cards in reception (by the lift)
  - use the Friends and Family Test on our website
- write to us at: Rosie Green, Lilliput Surgery, Elms Avenue, Poole, BH14 8EE

[www.lilliputsurgery.com](http://www.lilliputsurgery.com)